



Virginia Provider Portal User Guide

Medicaid Management Solutions

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Note: This user manual is a draft document and will continue to be updated to reflect new functionality and user interface (UI) changes as a result of future releases.

Privacy and Security Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104-191) and the HIPAA Privacy Final Rule¹ and the American Recovery and Reinvestment Act (ARRA) of 2009 requires that covered entities protect the privacy and security of individually identifiable health information.

¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

Revision History

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1.0	10/2022	A.Nunan	Final Draft
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Table of Contents

1. Introduction	1
2. Information You Will Need.....	3
3. System Requirements.....	4
4. Medicaid Enterprise System (MES) Secure Provider Portal Access	5
4.1 Provider Portal Registration.....	6
4.2 Provider Portal Log in.....	10
4.3 Switch Provider – Delegates	13
4.4 Switch Provider – Authorized Administrators.....	16
4.5 Switch Provider – Delegates for Authorized Administrators	18
5. MES Secure Provider Portal Navigation	22
5.1 At-a-Glance Bar	23
5.2 Navigation Menu	29
5.3 Message Center.....	29
5.3.1 Read a Message	29
5.3.2 Send a Message.....	30
5.3.3 View Sent Messages	33
5.4 Module Tiles	35
5.5 Helpful Links	35
5.5.1 Live Help.....	37
5.6 Interactive Features.....	41
5.7 Error Messages.....	41
6. Claims	42
7. Eligibility.....	43
8. Long-Term Care (LTC)	44
9. Maintenance.....	45
9.1 Portal Profile Maintenance - Provider	45
9.2 Portal Profile Maintenance - Delegate	46
9.3 Manage My Information.....	48
9.3.1 Manage My Information Navigation.....	48
9.3.2 General Information.....	57
9.3.3 Specialties	63
9.3.4 Addresses.....	68
9.3.5 Service Location	70
9.3.6 Organization	72

9.3.7	Affiliation	73
9.3.8	Credentials	85
9.3.9	Provider Type	88
9.3.10	Other Information.....	90
9.3.11	Disclosures.....	92
9.3.12	MCO Network.....	95
9.4	Manage Delegates.....	103
9.4.1	Delegate Security Access.....	106
9.4.2	Add Delegate.....	111
9.4.3	Activate/Inactivate Delegate.....	116
9.5	Provider Termination.....	117
9.5.1	Voluntary (Not for Cause) Termination.....	118
9.5.2	Involuntary (For Cause) Termination.....	118
9.6	Revalidation	118
10.	Payment History.....	121
11.	Resources	121
12.	Service Authorization.....	123
Appendix A.	Frequently Asked Questions	124
Appendix B.	Acronyms	125

List of Figures

Figure 1-1: Provider Portal System Organization	2
Figure 1-2: Provider Portal Overview	2
Figure 4-1: Provider Portal Access Email 1	6
Figure 4-2: Provider Portal Access Email 2.....	7
Figure 4-3: MES Secure Login Page	8
Figure 4-4: Complete Registration.....	8
Figure 4-5: MES Landing Page.....	9
Figure 4-6: MES Secure Login Page	10
Figure 4-7: MES Landing Page.....	11
Figure 4-8: Provider Management Expand Icon	11
Figure 4-9: PRSS Portal Hyperlink	12
Figure 4-10: Provider Portal Secure Home Page.....	12
Figure 4-11: Switch Provider	13
Figure 4-12: Switch Provider Multiple Service Locations	14
Figure 4-13: Delegate for Provider.....	14
Figure 4-14: Example Delegate with Limited Access	15
Figure 4-15: Switch Provider After Log In	15
Figure 4-16: Switch Provider - Authorized Administrator IG	16
Figure 4-17: Switch Provider After Log In	16
Figure 4-18: Switch Provider Multiple Service Locations	17
Figure 4-19: Authorized Administrator for Provider	17
Figure 4-20: Authorized Administrator Switch Provider After Log In.....	18
Figure 4-21: Delegate of Authorized Administrator Switch Provider	18
Figure 4-22: Switch Providers - Authorized Affiliated Providers	19
Figure 4-23: Switch Provider Multiple Service Locations	20
Figure 4-24: Delegate for Authorized Administrator	20
Figure 4-25: Example Delegate with Limited Access	21
Figure 4-24: Delegate of Authorized Administrator Switch Provider	21
Figure 5-1: Provider Portal Secure Home Page Overview.....	22
Figure 5-2: At-a-Glance Bar	23
Figure 5-3: At-a-Glance Bar - Current Messages	24
Figure 5-4: At-a-Glance Bar - Acknowledged Messages.....	25

Figure 5-5: At-a-Glance Bar - Contact Us.....	26
Figure 5-6: At-a-Glance Bar - FAQ	27
Figure 5-7: At-a-Glance Bar - FAQ Search	27
Figure 5-8: At-a-Glance Bar - Portal Help	28
Figure 5-9: Successful Logout	28
Figure 5-10: Navigation Menu	29
Figure 5-11: Message Center	29
Figure 5-12: Message Center Page	30
Figure 5-13: Create Secure Message	30
Figure 5-14: Create Secure Message	31
Figure 5-15: Create Secure Message Window.....	32
Figure 5-16: Message Sent Confirmation	32
Figure 5-17: Message Center	33
Figure 5-18: Sent Messages	33
Figure 5-19: Sent Secure Message Detail	34
Figure 5-20: Close Message.....	34
Figure 5-21: Module Tiles.....	35
Figure 5-22: Helpful Links	36
Figure 5-23: Live Help Link	37
Figure 5-24: Start Live Chat.....	38
Figure 5-25: Connecting Live Chat.....	39
Figure 5-26: Conversation Live Chat	40
Figure 6-1: Search for Claims.....	42
Figure 7-1: Eligibility Verification	43
Figure 9-1: Portal Profile Maintenance.....	45
Figure 9-2: View My Account Profile	45
Figure 9-3: Edit My Account Profile	46
Figure 9-4: Delegate - Portal Profile Maintenance.....	46
Figure 9-5: Delegate - My Account Profile.....	47
Figure 9-6: Delegate - Edit my Account Profile	47
Figure 9-7: Manage My Information Menu.....	48
Figure 9-8: Provider Identifier Bar	48
Figure 9-9: Manage My Information Welcome Page.....	49
Figure 9-10: Manage My Information Navigation.....	49

Figure 9-11: Manage My Information Field Update.....	50
Figure 9-12: Table Tabs Example	50
Figure 9-13: Create New Example	51
Figure 9-14: Create Record Example	51
Figure 9-15: Saved Record Example.....	51
Figure 9-16: Table Tabs Example	52
Figure 9-17: Open Table Record Example.....	52
Figure 9-18: Edit Table Record Example	52
Figure 9-19: Edit Table Record Example	53
Figure 9-20: Inactivate Table Record Example	53
Figure 9-21: Create New Attachment	54
Figure 9-22: Select File Attachment	54
Figure 9-23: Save Attachment.....	55
Figure 9-24: Added Attachment.....	55
Figure 9-25: Transaction Id	56
Figure 9-26: Request Tracking	57
Figure 9-27: General Information.....	59
Figure 9-28: Provider Identifier Bar.....	60
Figure 9-29: Create New EFT	61
Figure 9-30: Specialties	64
Figure 9-31: Add Specialty	65
Figure 9-32: Add Taxonomy	66
Figure 9-33: Added Specialty	67
Figure 9-34: Addresses.....	69
Figure 9-35: Service Location	71
Figure 9-36: Organization.....	73
Figure 9-37: Affiliation - Group and Facility.....	75
Figure 9-38: Affiliation – Authorized Administrator	76
Figure 9-39: Affiliation - Individual within a Group	77
Figure 9-40: Group View Affiliate Service Locations.....	78
Figure 9-41: IG View Affiliate Service Locations	78
Figure 9-42: Add Affiliate Provider	79
Figure 9-43: Affiliate Provider Search by Name	79
Figure 9-44: Add Affiliate Provider Search.....	80

Figure 9-45: Add Affiliate Provider Save	81
Figure 9-46: View Affiliations	81
Figure 9-47: Edit Affiliation.....	82
Figure 9-48: Inactivate Affiliation.....	82
Figure 9-49: Save Affiliation Change	83
Figure 9-50: View Inactive Affiliation.....	83
Figure 9-51: Manage Authorized Administrator	84
Figure 9-52: Search Affiliated Provider	84
Figure 9-53: Save Authorized Administrator.....	84
Figure 9-54: Credentials - Licenses	86
Figure 9-55: Credentials - Medicare Number	87
Figure 9-56: Credentials - DEA Numbers.....	87
Figure 9-57: Credentials - CAQH Numbers.....	87
Figure 9-58: Credentials - NPI	87
Figure 9-59: Provider Type - CLIA	89
Figure 9-60: Provider Type - DMEPOS Surety Bonds.....	89
Figure 9-61: Provider Type - DMEPOS Accreditation	90
Figure 9-62: Provider Type - Hospital Bed Information.....	90
Figure 9-63: Other Information - Languages.....	91
Figure 9-64: Other Information - Certifications.....	91
Figure 9-65: Disclosures Tabs	92
Figure 9-66: Disclosures.....	94
Figure 9-67: MCO Network.....	96
Figure 9-68: Select MCO.....	97
Figure 9-69: MCO Disclosure Forms	98
Figure 9-70: MCO New Provider Self Disclosure	98
Figure 9-71: Required Attachments.....	99
Figure 9-72: MCO Consent	100
Figure 9-73: Confirmation Message.....	101
Figure 9-74: Message from at a glance bar.....	101
Figure 9-75: Upload MCO Attachments	102
Figure 9-76: Select File	102
Figure 9-77: Manage Delegates.....	103
Figure 9-78: Location Delegates.....	104

Figure 9-79: View Delegate Details.....	105
Figure 9-80: Active Delegate Setting	106
Figure 9-81: Assign All Service Locations/Security Functions.....	107
Figure 9-82: Assign All Service Locations/Assign Selected Security Functions.....	108
Figure 9-83: Function Note.....	108
Figure 9-84: Active Delegate Setting	109
Figure 9-85: Select Service Locations/Security Functions	110
Figure 9-86: Add Registered Delegate Button.....	111
Figure 9-87: Add Registered Delegate Window	111
Figure 9-88: Add Registered Delegate Validation.....	112
Figure 9-82: Add Registered Delegate Submit.....	113
Figure 9-90: Add Unregistered Delegate	114
Figure 9-91: Add Unregistered Delegate Window.....	115
Figure 9-92: Manage Delegates	116
Figure 9-93: Delegates Page	116
Figure 9-94: Active Delegate Status	117
Figure 9-95: Revalidation.....	118
Figure 9-96: Revalidation Due Details.....	119
Figure 9-97: Revalidation Message with Hyperlink	119
Figure 9-98: Resume/Revalidate Enrollment	120
Figure 11-1: File Download.....	121
Figure 11-2 File Download Search.....	121
Figure 11-3: File Download Search Results	122
Figure 12-1: Search for Authorization Determination	123

List of Tables




Table 1-1: User Guide Icons	1
Table 5-1: Provider Portal Communication Methods.....	23
Table 5-2: At-a-Glance Bar.....	23
Table 5-3: Provider Portal Modules	29
Table 5-4: Interactive Features	41
Table 9-1: Request Tracking Status	56
Table 9-2: General Information Fields	57
Table 9-3: Specialties Fields	63
Table 9-4: Addresses Fields.....	68
Table 9-5: Service Location Fields.....	71
Table 9-6: Organization Fields	72
Table 9-7: Affiliation Fields	74
Table 9-8: Credentials Fields.....	85
Table 9-9: Provider Type Fields	88
Table 9-10: Other Information Fields.....	90
Table 9-11: Disclosures Fields.....	92
Table 9-12: MCO Network Fields	95
Table 9-13: Delegate Security Access.....	106

1. Introduction

The purpose of this guide is to support Providers, Authorized Administrators of Providers, and Delegates of Providers with an overview of the Provider Portal and instructions to view and maintain provider information within the Provider Portal Maintenance.

Throughout this guide, you will see various notes to enhance your use of Provider Portal. Refer to Table 1-1.

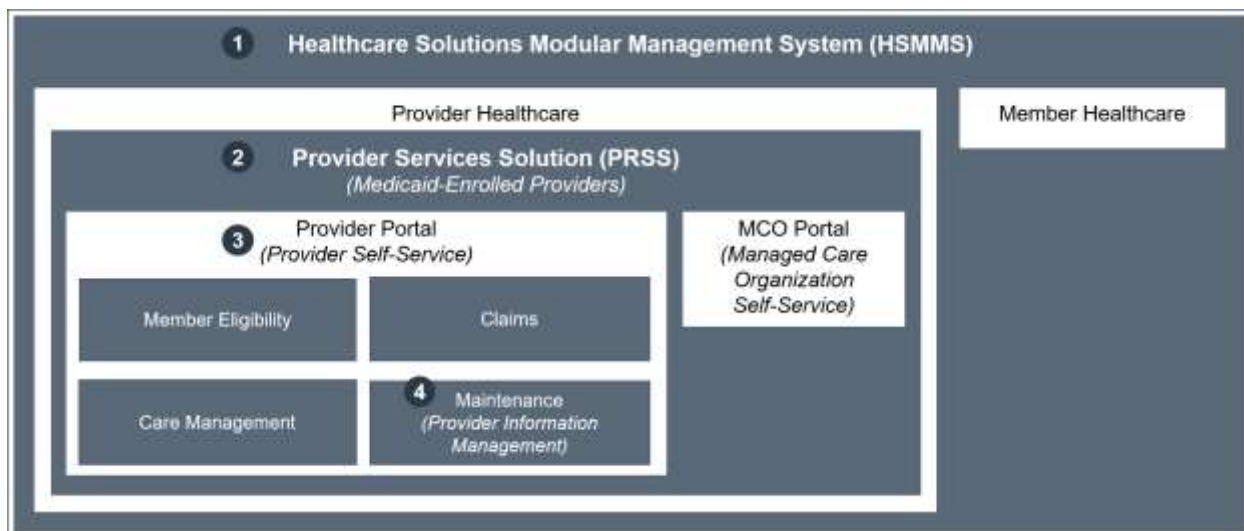
Table 1-1: User Guide Icons

		
Indicates extra tips and useful explanations.	Indicates more resources are in another location, such as another document or a website.	Indicates a critical step that you must take (or not take) to avoid errors.

Refer to Figure 1-1 for an overview of how the systems relevant to this guide are organized:

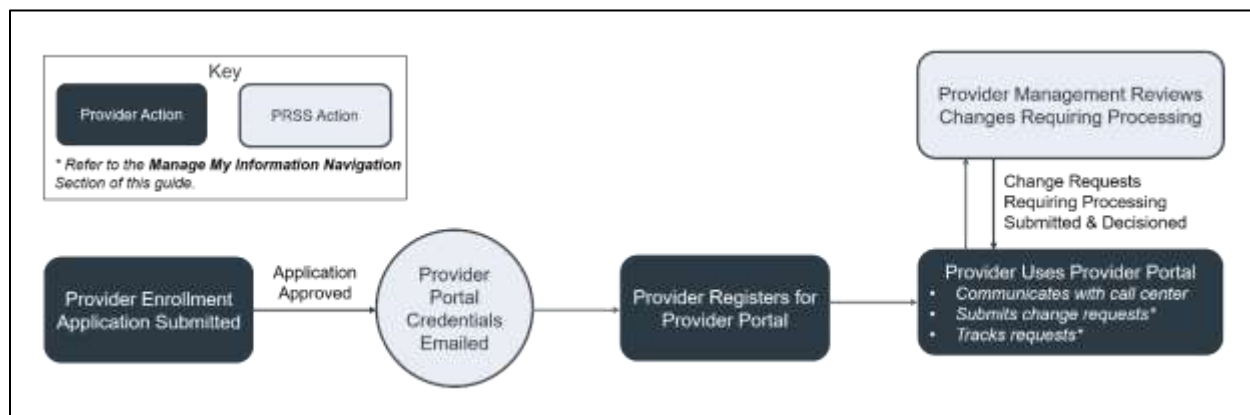
1. Healthcare Solutions Modular Management System (HSMMS) is a collaboration of modules that coordinate services between providers and members, meeting a patient's healthcare needs. The healthcare data contained within the system must be controlled throughout its lifecycle, protected from exposure or loss, used only for the intended purpose, and accessed by only the intended users. Wherever sensitive data is present, strong key management systems are essential for the control, protection, and preservation of the underlying data.
2. Provider Services Solution (PRSS) maintains comprehensive information on all enrolled providers and supports the claims processing, management reporting and surveillance, and utilization review functions of the healthcare plan.
3. Provider Portal is a self- service tool that provides healthcare-related information to those involved in provider care. The Provider Portal is a proven time and effort-saving tool that provides 24 x 7 support to answer billing questions, check member eligibility or update personal records. Using the Provider portal minimizes paper transactions and increases decision-making accuracy between provider contracts and providers.
4. Provider Portal Maintenance is the self-service module within Provider Portal used to view and maintain provider care information such as addresses, associations, billing information, and delegate access.

Figure 1-1: Provider Portal System Organization



Refer to Figure 1-2 for an overview of how a Provider accesses and uses Provider Portal.

Figure 1-2: Provider Portal Overview



2. Information You Will Need

You need to have basic knowledge of Provider information and the policies and procedures to support the Virginia provider operations.

You need to have access to the Provider Portal (Username and Password). Refer to section **4.1 Provider Portal Registration**.

3. System Requirements

To successfully use all features of the Provider Portal, ensure that your computer system meets the following minimum requirements:

- Reliable online connection
- Latest version of your web browser is recommended
- Accept pop-ups from the site to view detail and attachment windows
- Adobe® Acrobat Reader

4. Medicaid Enterprise System (MES) Secure Provider Portal Access

Authenticated Providers, Delegates, and Authorized Administrators log in through the **MES Secure Login** page to the Provider Portal to perform business transactions supporting provider care.

- *Providers* receive credentials via email after their VA Medicaid enrollment is approved. The email is sent to the portal registration contact entered during enrollment.



Note: Individual within a Group (IG) Providers who assign an Authorized Administrator (AA) during enrollment have the option to opt-out of creating an account for Provider Portal. IG Providers who opt-out will not have online access to view or update their own information and will be reliant on the AA.

- *Delegates* receive credentials via email after the first Provider adds the delegate to a Service Location. Once registered, the delegate accesses all assigned Providers from Switch Providers in Provider Portal. Refer to Section **4.3 - Switch Provider – Delegates**.
- *Authorized Administrators* receive credentials via email after the first VA Medicaid enrollment is approved either for the AA's enrollment, such as for a Group Provider, or for a Provider who has assigned the Group as an AA. Once registered, the Authorized Administrator accesses all assigned Providers from Switch Providers in Provider Portal. Refer to Section **4.4 - Switch Provider – Authorized Administrators**.



*Note: To compare Delegate and Authorized Administrator access, refer to Section **A-1 - What is the difference between a delegate and an authorized administrator?***

4.1 Provider Portal Registration

Providers, Delegates, and Authorized Administrators must each complete registration for Provider Portal.

Once you receive your credentials via email for Provider Portal, you must complete your registration to view and maintain authorized provider information.

To complete registration, follow these steps:

1. Access your credentials which are delivered in two distinct registration emails. The first email includes your User ID and hyperlink to access registration for Provider Portal. The second email includes your temporary password. Refer to Figure 4-1 and Figure 4-2.



Note: Even if you have multiple Service Locations, you will only receive email credentials for the first Service Location as registration is only completed once.

Figure 4-1: Provider Portal Access Email 1

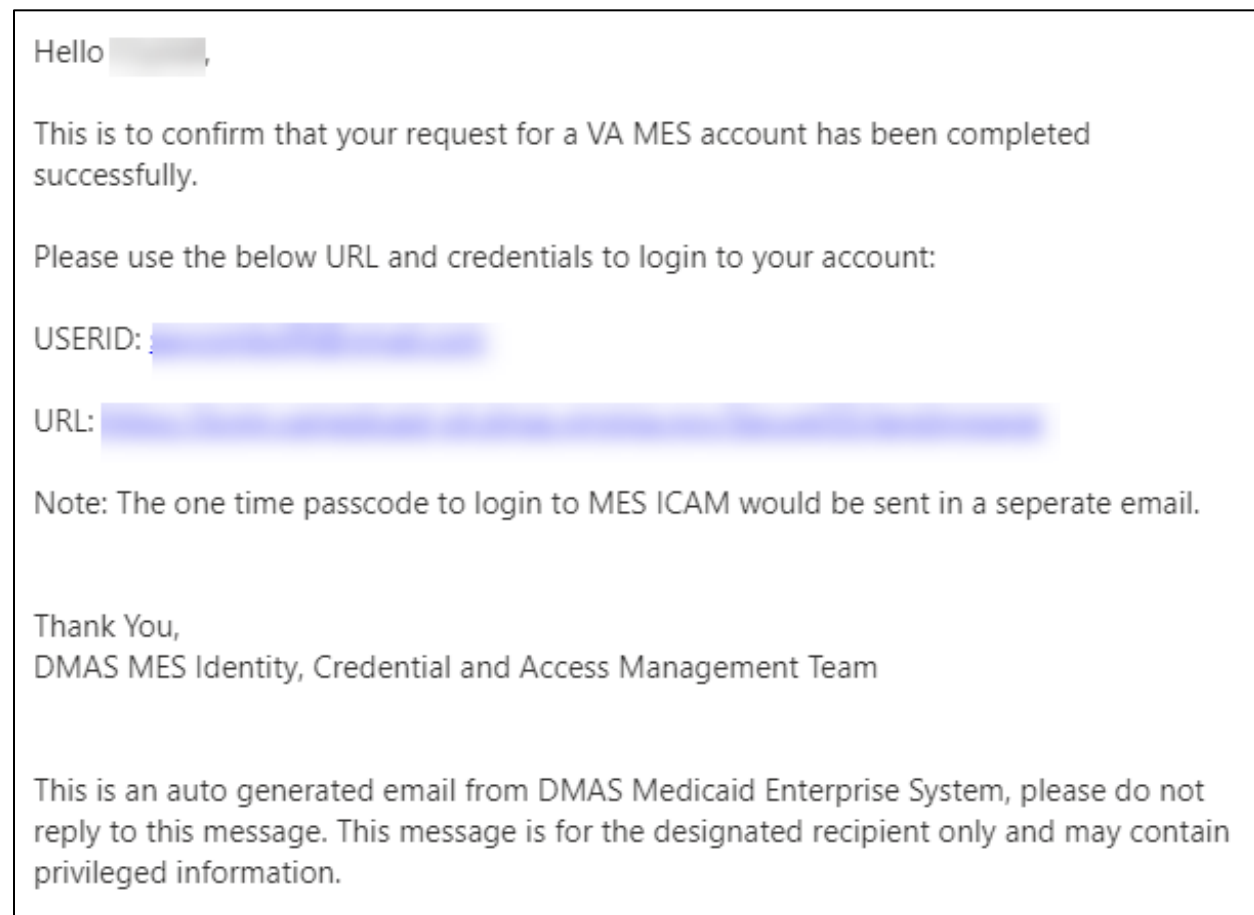
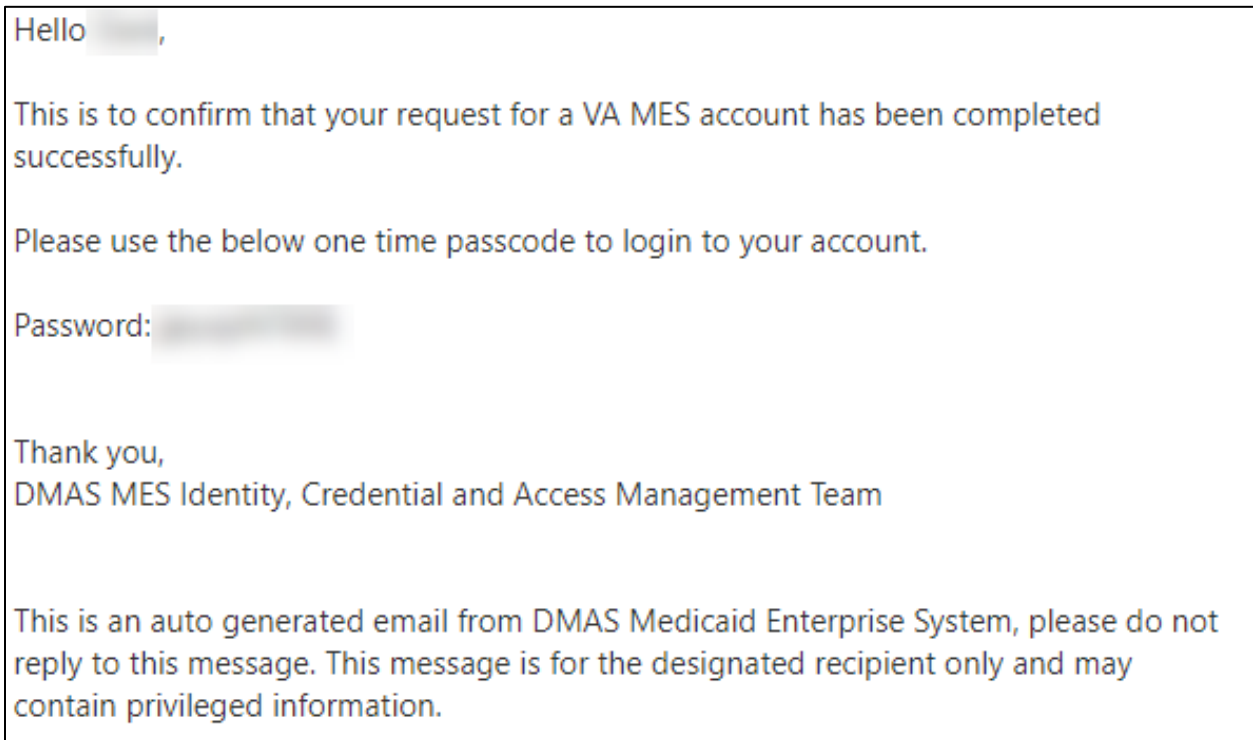


Figure 4-2: Provider Portal Access Email 2



Note: Check your spam folder for your emails before contacting provider support. The Subject line of both emails is "MES ICAM Account Creation Confirmed."

2. Click your hyperlink in Provider Portal Access Email 1 to open the **MES Log in** page.

3. Enter the emailed User ID and temporary password, then click **SIGN-IN**. Refer to Figure 4-3 and Figure 4-4.

Figure 4-3: MES Secure Login Page

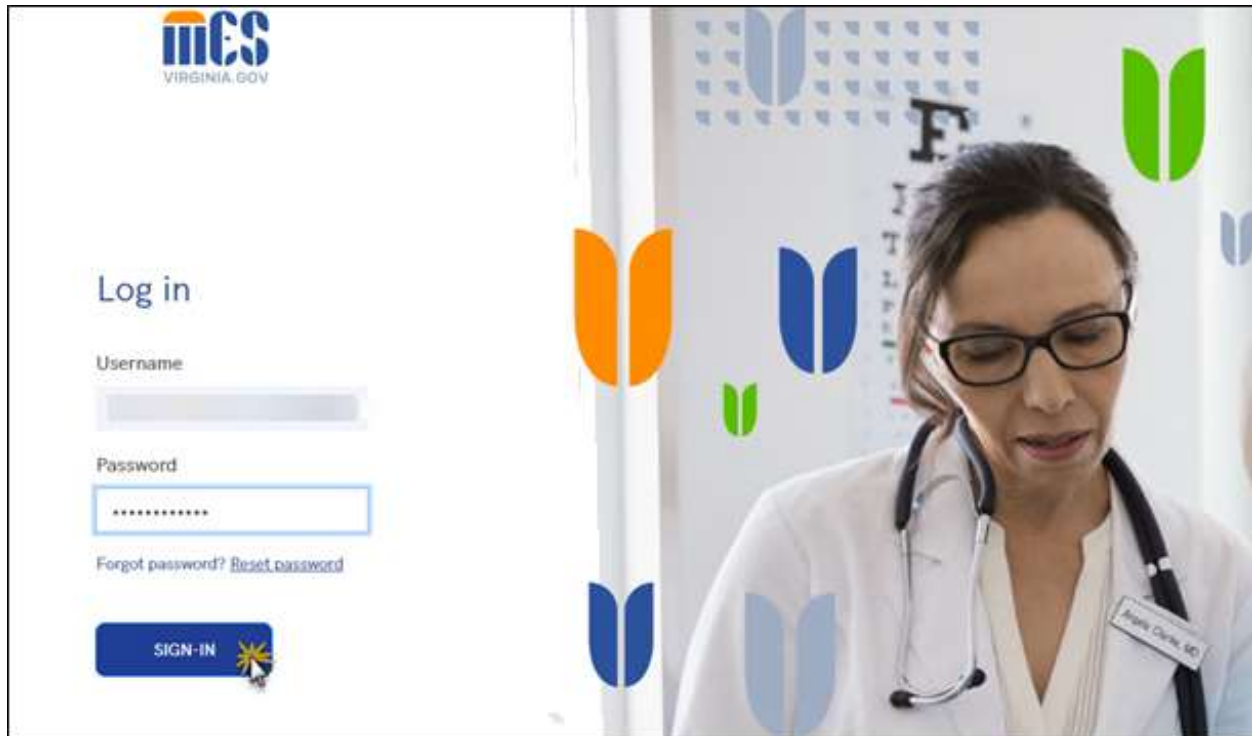
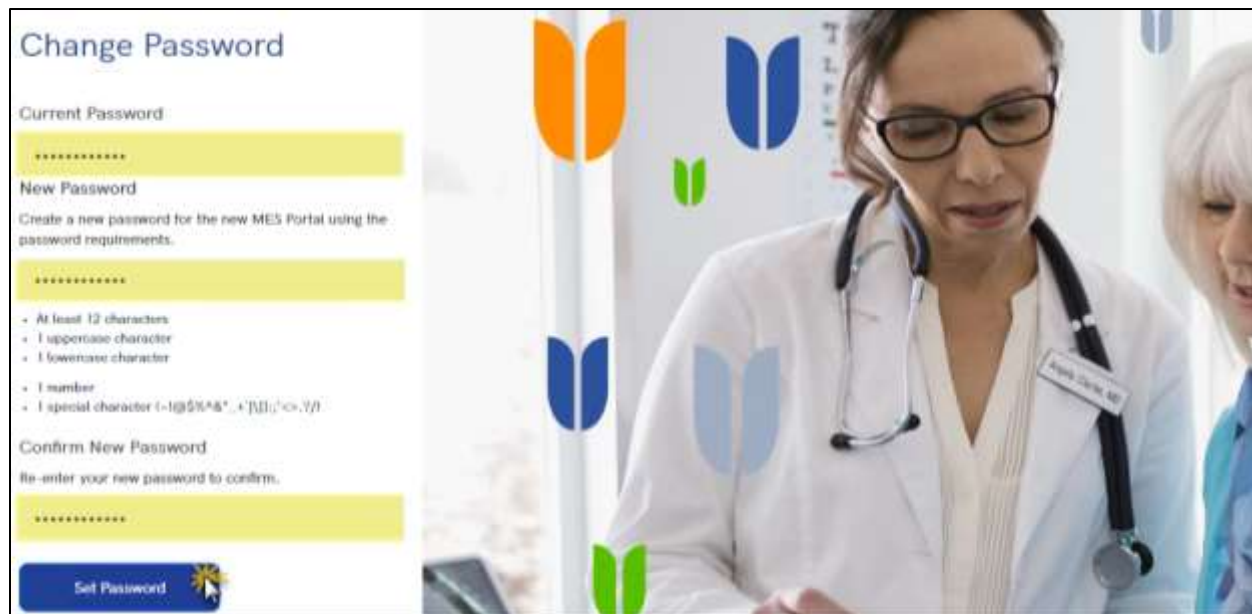
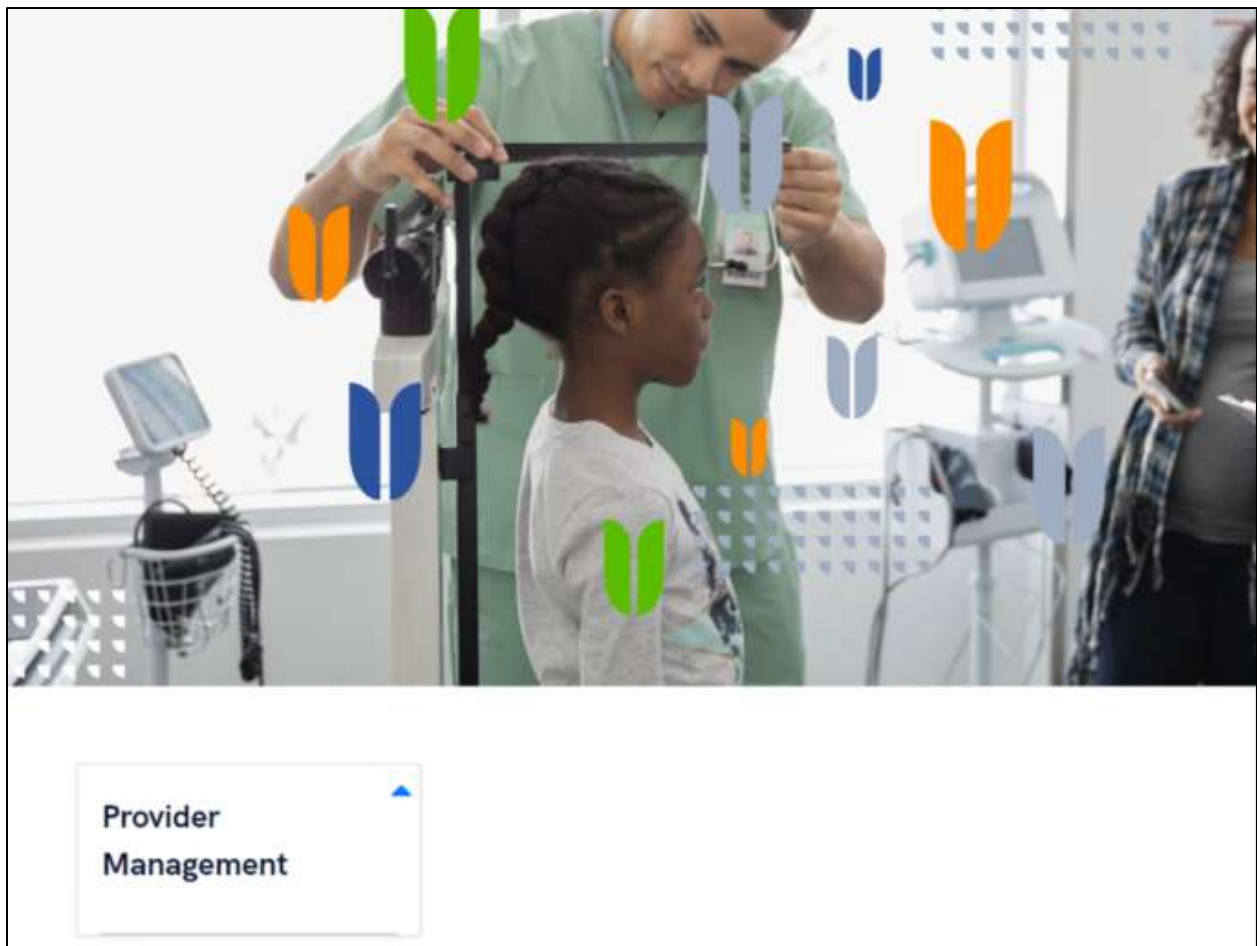


Figure 4-4: Complete Registration



4. The **MES Landing** page appears. Refer to Figure 4-5.

Figure 4-5: MES Landing Page



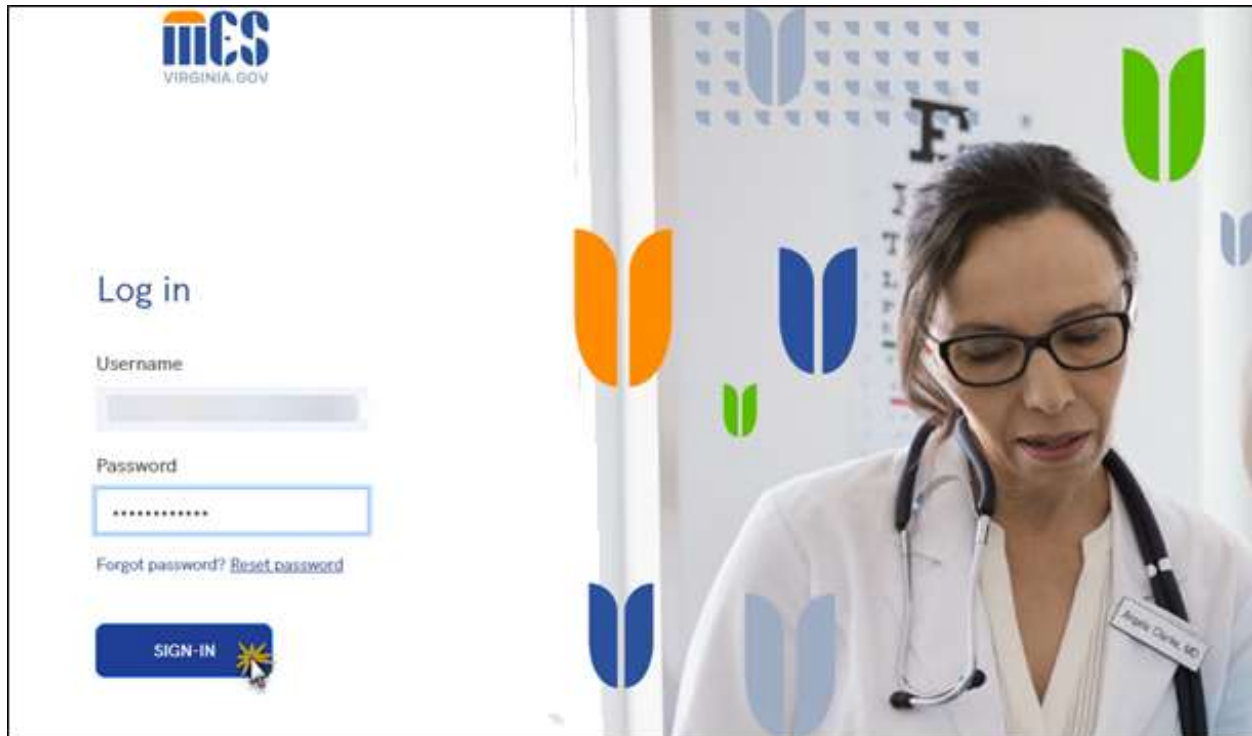
Note: Depending on your credentials, you may have additional access tiles. This guide addresses Provider Management which includes Provider Portal.

4.2 Provider Portal Log in

Use your MES credentials to access your authorized functionality in Provider Portal. Providers, Delegates, and Authorized Administrators log in with these steps.

1. Navigate to the **MES Secure Login** page at <https://login.vamedicaid.dmas.virginia.gov/SecureISS/landingpage>.
2. Enter your **Username** and **Password**, then click **SIGN-IN**. Refer to Figure 4-6.

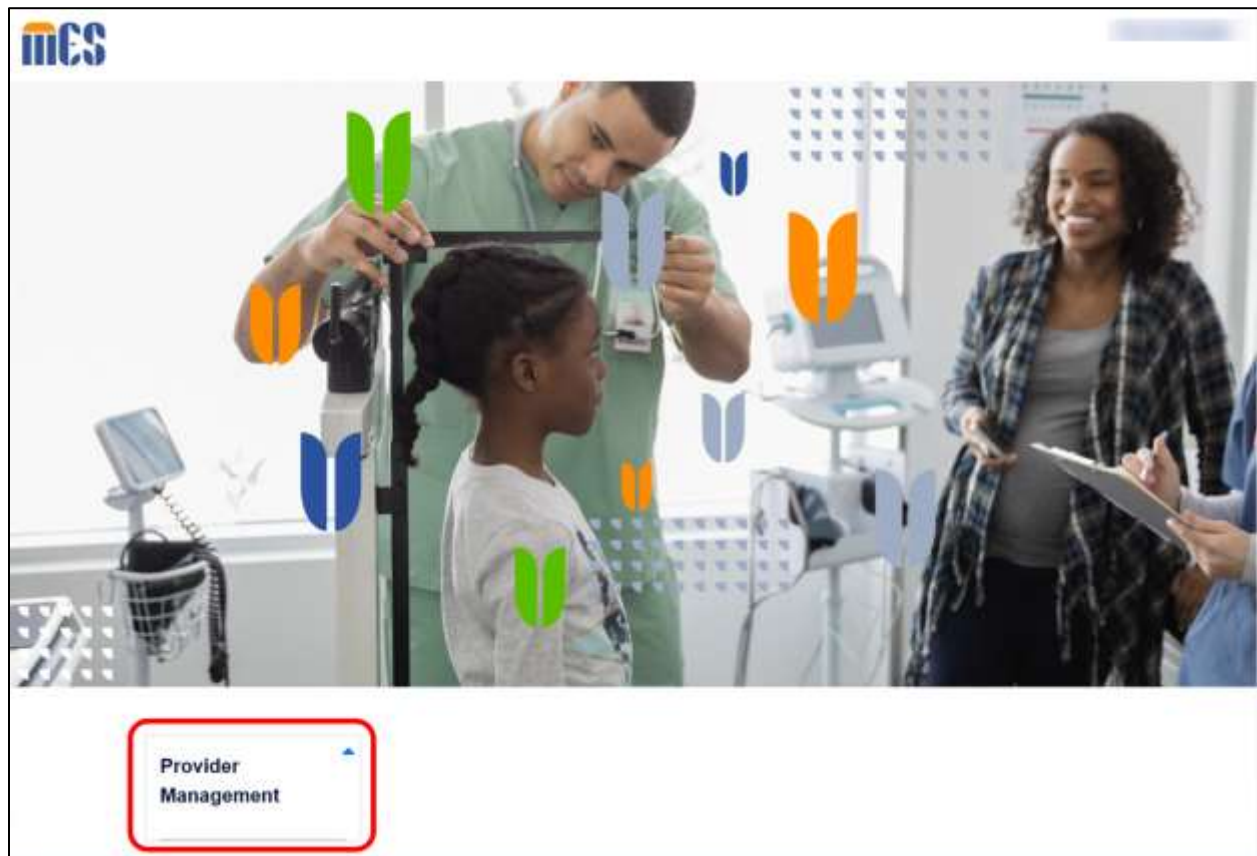
Figure 4-6: MES Secure Login Page



*Note: If you forget your password, click the **Reset password** hyperlink.*

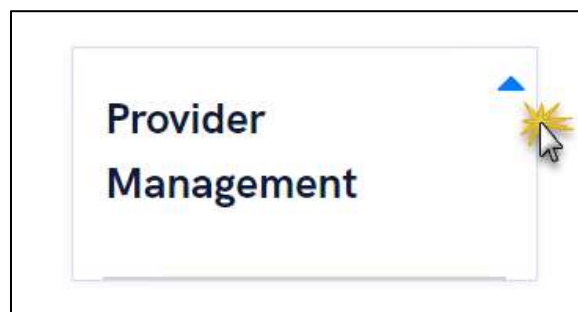
3. Once you are signed into your account, the **MES Landing** page appears with the applications available to you. Refer to Figure 4-7.

Figure 4-7: MES Landing Page



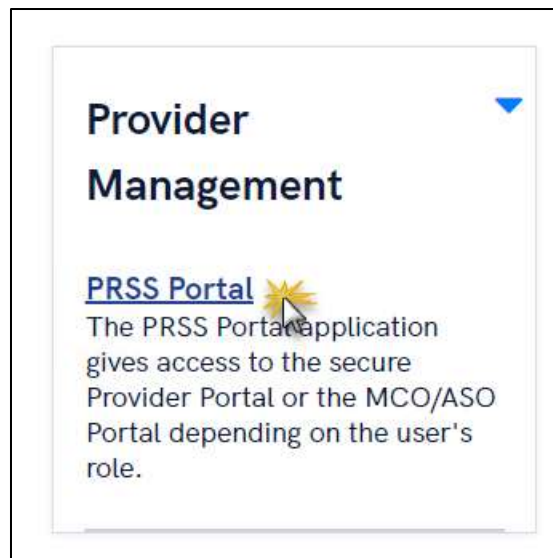
4. Click the expand icon for the **Provider Management** application. Refer to Figure 4-8.

Figure 4-8: Provider Management Expand Icon



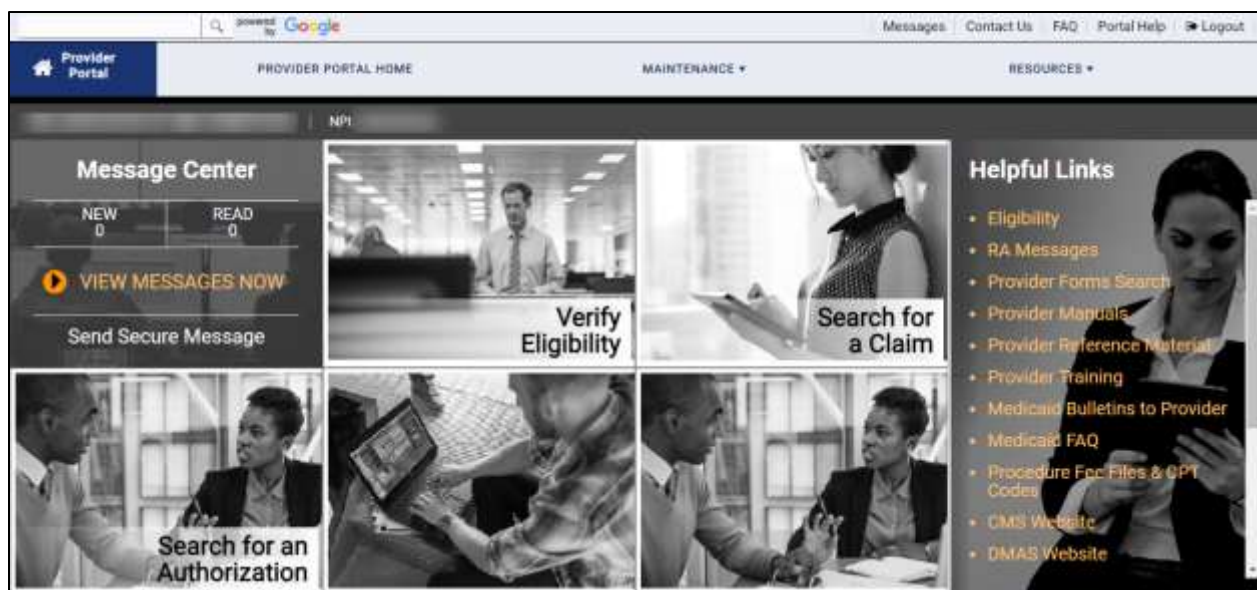
5. Click the **PRSS Portal** hyperlink to access the Provider Portal. Refer to Figure 4-9.

Figure 4-9: PRSS Portal Hyperlink



6. The **Provider Portal Secure Home** page appears. Refer to Figure 4-10.

Figure 4-10: Provider Portal Secure Home Page



4.3 Switch Provider – Delegates

Delegates have their own MES login credentials and can access Provider and Service Location information authorized by the Provider.



Note: Delegate Administrators (DAs) have full access, including managing other delegates.

1. Complete Section **4.2 – Provider Portal Log in** steps.
2. The **Switch Provider** page appears rather than the **Provider Portal Secure Home** page. Click the Provider Name you want to work on behalf of, then click **SUBMIT**. Refer to Figure 4-11.

Figure 4-11: Switch Provider



*Note: If you are a Delegate and do not see the desired Provider listed, contact the Provider and provide your **Relationship Code** to assign you as a delegate. Refer to Section **9.2 - Portal Profile Maintenance - Delegate** to locate your **Relationship Code***

- Click the desired Service Location in the window that appears. Refer to Figure 4-12.

Figure 4-12: Switch Provider Multiple Service Locations

The screenshot shows a web application window titled "Switch Provider Details". At the top, there are input fields for "Name" and "Email Address". Below these are two tabs: "Service Locations" (selected) and "Authorized Affiliated Providers". A message states: "Select the service location to work on from the list below and click 'Submit' button." Below this is a table with columns: "Base ID", "Name", and "Address". The first row is highlighted with a mouse cursor. At the bottom, there is a pagination control showing "1 - 10 of 647 items" and a "10 items per page" dropdown. There are "CANCEL" and "SUBMIT" buttons at the bottom right.

- The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-13.

Figure 4-13: Delegate for Provider

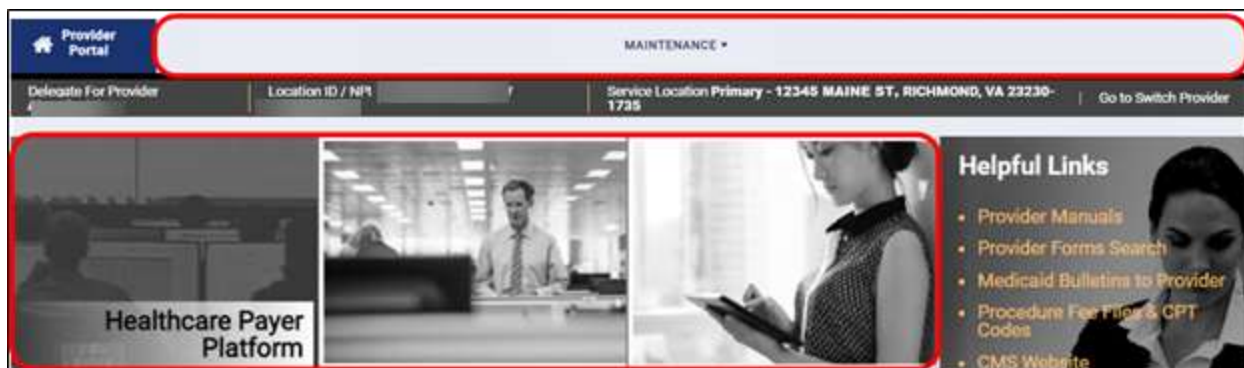
The screenshot shows the "Provider Portal Secure Home" page. The top navigation bar includes links for "PROVIDER PORTAL HOME", "ELIGIBILITY", "SERVICE AUTHORIZATION", "RESOURCES", "MAINTENANCE", and "APPEALS". Below the navigation bar, a red banner displays the provider's information: "Delegate For Provider Alan Smith", "Location ID / NPI 30027683210001 / 2405709167", "Service Location Primary - 12345 MAINE ST, RICHMOND, VA 23230-1735", and a "Go to Switch Provider" link. The main content area is divided into several sections: "Message Center" with "NEW 0" and "READ 0" counts and a "VIEW MESSAGES NOW" button; "Send Secure Message"; "Verify Eligibility" with a background image of a man at a desk; "Search for a Claim" with a background image of a woman at a desk; "Search for an Authorization" with a background image of two men talking; and "Helpful Links" with a list of links: "Provider Manuals", "Provider Forms Search", "Medicaid Bulletins to Provider", "Procedure Fee Files & CPT Codes", "CMS Website", "DMAS Website", "List of Updates and Revisions to Provider Manuals", and "Live Help".



Note: The assigned delegate functions set by the Provider determine what displays on your **Provider Portal Secure Home** page.

For Example, a Delegate with access only to the **Maintenance** functionality will not have **Navigation Menu** options for the other modules. Additionally, the **Module Tiles** will not be interactive. Refer to Figure 4-14.

Figure 4-14: Example Delegate with Limited Access



5. To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 4-15.
 - a. From the **Navigation Menu**, select **Maintenance**, then click **Switch Provider**.
 - b. From the **Provider Identifier** bar, click **Go to Switch Provider**.

Figure 4-15: Switch Provider After Log In



4.4 Switch Provider – Authorized Administrators

Authorized Administrators have their own MES login credentials and can access Provider and Service Location information authorized by the Provider. Authorized Administrators may switch between their own Group information and authorized Individual within a Group (IG) information.



Note: Authorized Administrators have full access except the ability to change the Authorized Administrator.

1. Complete Section 4.2 – **Provider Portal Log in** steps.
2. The **Switch Provider** page appears rather than the **Provider Portal Secure Home** page. Select **Yes** to display a list of IGs who have selected you as their Authorized Administrator.
3. Click the Provider Name you want to work as, then click **SUBMIT** to access the IG's information. Refer to Figure 4-16.

Figure 4-16: Switch Provider - Authorized Administrator IG

Switch Provider

Select No if you wish to manage your Group/Facility information. Select Yes if you wish to manage the individual within a Group/IG information for which the Group/Facility is the Authorized Administrator. For providers who have multiple service locations, an overlay will prompt you for selection of a service location after clicking submit.

Do you want to manage the affiliations associated to your Group/Facility?

☒ Yes ☐ No

Provider Name	Provider ID	IG
Smith, RJ		Smith, RJ
Smith, RJ		Smith, RJ
Smith, RJ		Smith, RJ

1 - 4 of 4 items

SUBMIT



*Note: Select **No**, then click **SUBMIT** to manage your Group information. Refer to Figure 4-17.*

Figure 4-17: Switch Provider After Log In

Switch Provider

Select No if you wish to manage your Group/Facility information. Select Yes if you wish to manage the individual within a Group/IG information for which the Group/Facility is the Authorized Administrator. For providers who have multiple service locations, an overlay will prompt you for selection of a service location after clicking submit.

Do you want to manage the affiliations associated to your Group/Facility?

☐ Yes ☒ No

SUBMIT

- If the Provider has more than one Service Location, a window with the Service Locations appears. Refer to Figure 4-18. This window does not appear if the selected Provider only has one Service Location.

Figure 4-18: Switch Provider Multiple Service Locations

The screenshot shows a web application window titled "Switch Provider Details". At the top, there are input fields for "Name" and "Email Address", with a "Required Fields" indicator. Below these is a "Service Locations" section with a sub-header "Select the service location to work on from the list below and click 'Submit' button." A table lists service locations with columns "Base ID", "Name", and "Address". The first row shows "30028545670001", "SHILLING ALFRED T", and "2800 GODWIN BLVD, SUFFOLK, VA 23434-8038". A mouse cursor is hovering over the "Name" cell. At the bottom, there are "CANCEL" and "SUBMIT" buttons.

Base ID	Name	Address
30028545670001	SHILLING ALFRED T	2800 GODWIN BLVD, SUFFOLK, VA 23434-8038

- The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-19.

Figure 4-19: Authorized Administrator for Provider

The screenshot shows the "Provider Portal Secure Home" page. The top navigation bar includes "Provider Portal", "PROVIDER PORTAL HOME", "ELIGIBILITY", "SERVICE AUTHORIZATION", "RESOURCES", "MAINTENANCE", and "APPEALS". Below the navigation bar, a red banner displays the user's role and provider information: "Authorized Administrator For Provider ALLAN H SKLAR", "Location ID / NPI 30029014960001 / 1073584876", "Service Location", and a "Go to Switch Associated Provider" link. The main content area is divided into three sections: "Message Center" with "NEW" and "READ" counts and a "VIEW MESSAGES NOW" button; "Verify Eligibility" and "Search for an Authorization" buttons; and "Helpful Links" with a list of links including "RA Messages", "Provider Manuals", "Provider Forms Search", "Provider Search", "Medicaid Bulletins to Provider", "Procedure Fee Files & CPT Codes", "CMS Website", "DMAS Website", "List of Updates and Revisions to Provider Manuals", "Hospital Presumptive Eligibility", and "Newborn/Newborn E-123".

6. To access a different Provider or Service Location, click **Go to Switch Associated Provider**. Refer to Figure 4-20.

Figure 4-20: Authorized Administrator Switch Provider After Log In



4.5 Switch Provider – Delegates for Authorized Administrators

Delegates have their own MES login credentials and can access Provider and Service Location information authorized by the Provider. In addition to being a Delegate for a specific Provider, Delegates may be assigned to Authorized Administrators. The Authorized Administrator determines which Providers, Service Locations, and security functions the Delegate can access.



Note: DAs have full access, including the ability to manage other delegates. Authorized Administrators have full access except the ability to change the Authorized Administrator. Refer to **A-1 - What is the difference between a delegate and an authorized administrator?** for a comparison of Delegates and Authorized Administrators.

Note: An AA is a Group that manages the Service Locations associated with the IG after the IG's enrollment is approved. The AA does not have the ability to change the AA. The AA may assign delegates to manage Service Locations assigned to the AA but does NOT directly assign delegates to the IG's account.

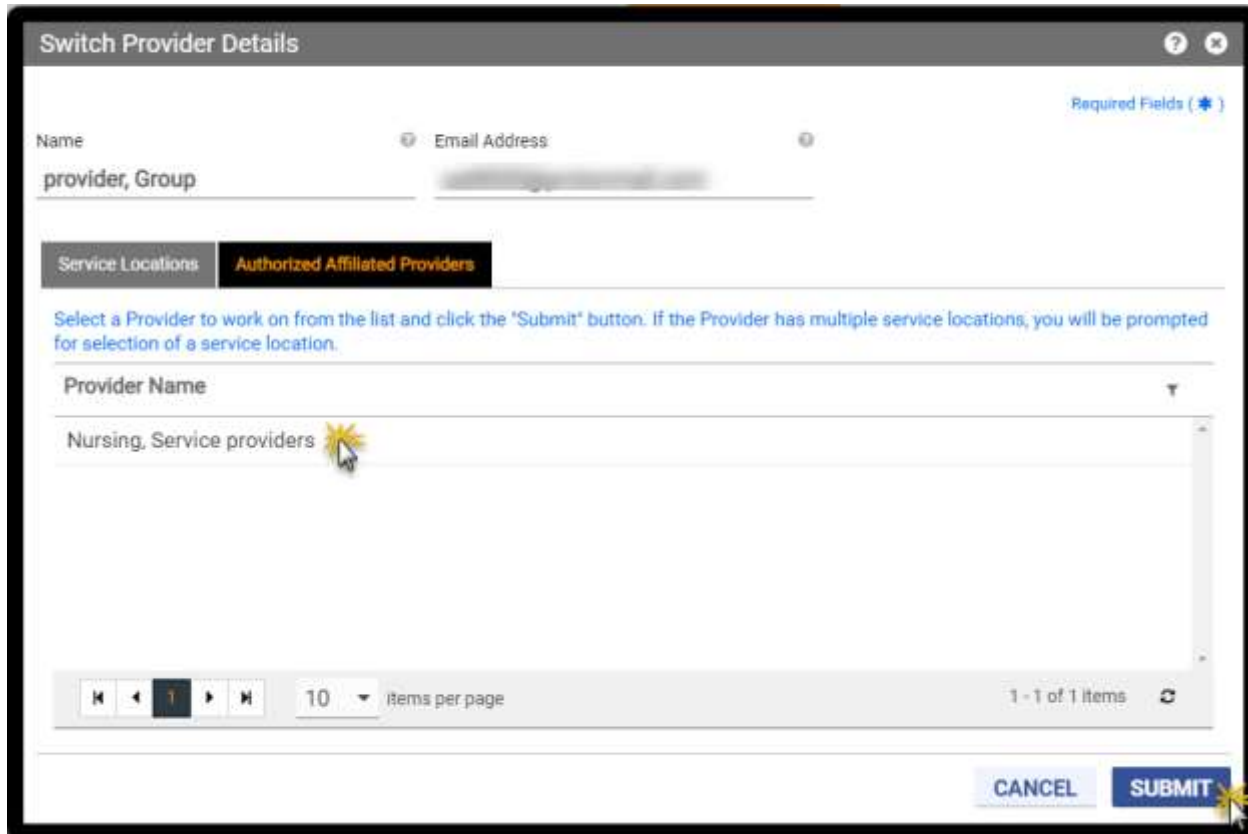
1. Complete Section 4.3 – **Switch Provider – Delegates** steps to access the Authorized Administrator Group.
2. To select the Provider to manage, return to **Switch Provider**. Refer to Figure 4-21.
 - a. From the **Navigation Menu**, select **Maintenance**, then click **Switch Provider**.
 - b. From the **Provider Identifier** bar, click **Go to Switch Provider**.

Figure 4-21: Delegate of Authorized Administrator Switch Provider



3. The **Switch Provider** window appears with the assigned Individuals within a Group (IGs) on the **Authorized Affiliated Providers** Tab. Click the Provider Name you want to work on behalf of, then click **SUBMIT**. Refer to Figure 4-22.

Figure 4-22: Switch Providers - Authorized Affiliated Providers



The screenshot shows a web application window titled "Switch Provider Details". At the top right, there are icons for help and close, and a "Required Fields" indicator. Below the title bar, there are two input fields: "Name" with the placeholder text "provider, Group" and "Email Address" with a blurred placeholder. Below these fields are two tabs: "Service Locations" and "Authorized Affiliated Providers", with the latter being selected. A blue instruction text reads: "Select a Provider to work on from the list and click the 'Submit' button. If the Provider has multiple service locations, you will be prompted for selection of a service location." Below this is a "Provider Name" dropdown menu showing "Nursing, Service providers" with a yellow star icon. At the bottom of the window, there is a pagination bar with navigation icons, a "10" items per page dropdown, and the text "1 - 1 of 1 items". On the bottom right, there are "CANCEL" and "SUBMIT" buttons, with a yellow star icon next to the "SUBMIT" button.



Note: If you are a Delegate and do not see the desired Provider listed, contact the Authorized Administrator.

4. If you are assigned to more than one Service Location for the Provider, a window with the Service Locations appears. Refer to Figure 4-23. This window does not appear if the selected Provider only has one Service Location.

Figure 4-23: Switch Provider Multiple Service Locations

Switch Provider Details

Name Email Address

Service Locations

Select the service location to work on from the list below and click 'Submit' button.

Base ID	Name	Address
30028545670001	SHILLING ALFRED T	2800 GODWIN BLVD, SUFFOLK, VA 23434-8038

10 Items per page 1 - 2 of 2 items

CANCEL SUBMIT

5. The **Provider Portal Secure Home** page appears with the selected Provider's identifiers. Refer to Figure 4-24. The Service Location in the Provider Identifier bar will be blank for IG providers.

Figure 4-24: Delegate for Authorized Administrator

Provider Portal

PROVIDER PORTAL HOME ELIGIBILITY SERVICE AUTHORIZATION RESOURCES MAINTENANCE APPEALS

Delegate For Provider **LAURA C MILLER** Location ID / NPI **30028091370001 / 1003006198** Service Location Go to Switch Provider

Message Center

NEW 0 READ 0

VIEW MESSAGES NOW

Send Secure Message

Verify Eligibility

Search for an Authorization

Helpful Links

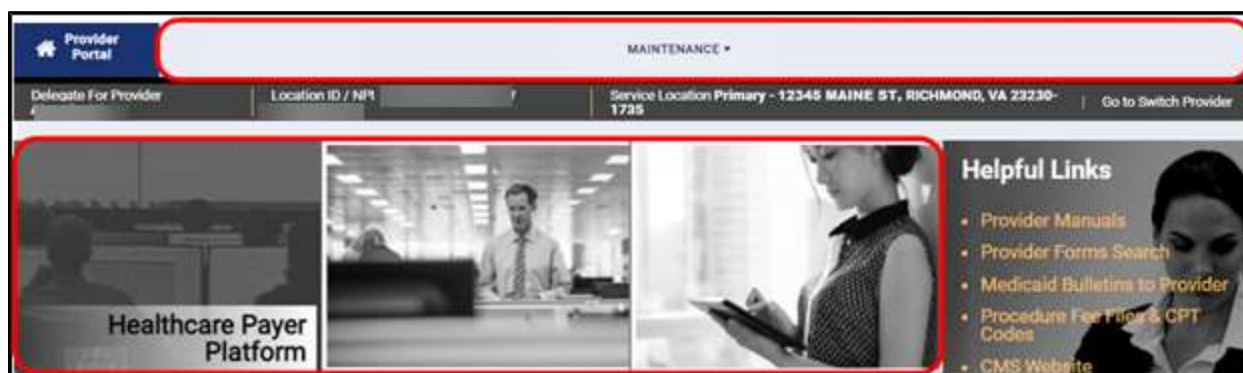
- RA Messages
- Provider Manuals
- Provider Forms Search
- Provider Search
- Medicaid Bulletins to Provider
- Procedure Fee Files & CPT Codes
- CMS Website
- QMAS Website
- List of Updates and Revisions to Provider Manuals
- Hospital Presumptive Eligibility
- Newborn/Newborn E-123



*Note: The assigned delegate functions set by the Authorized Administrator determine what is displayed on your **Provider Portal Secure Home** page.*

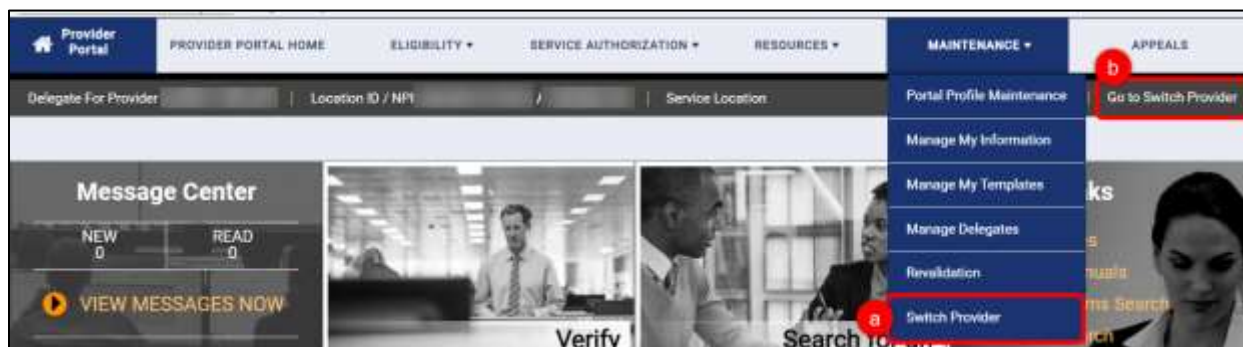
*For example, a Delegate with access only to the **Maintenance** functionality will not have **Navigation Menu** options for the other modules. Additionally, the **Module Tiles** will not be interactive. Refer to Figure 4-25.*

Figure 4-25: Example Delegate with Limited Access



6. To access a different Provider or Service Location, return to **Switch Provider**. Refer to Figure 4-26.
 - From the **Navigation Menu**, select **Maintenance**, then click **Switch Associated Provider**.
 - From the **Provider Identifier** bar, click **Go to Switch Associated Provider**.

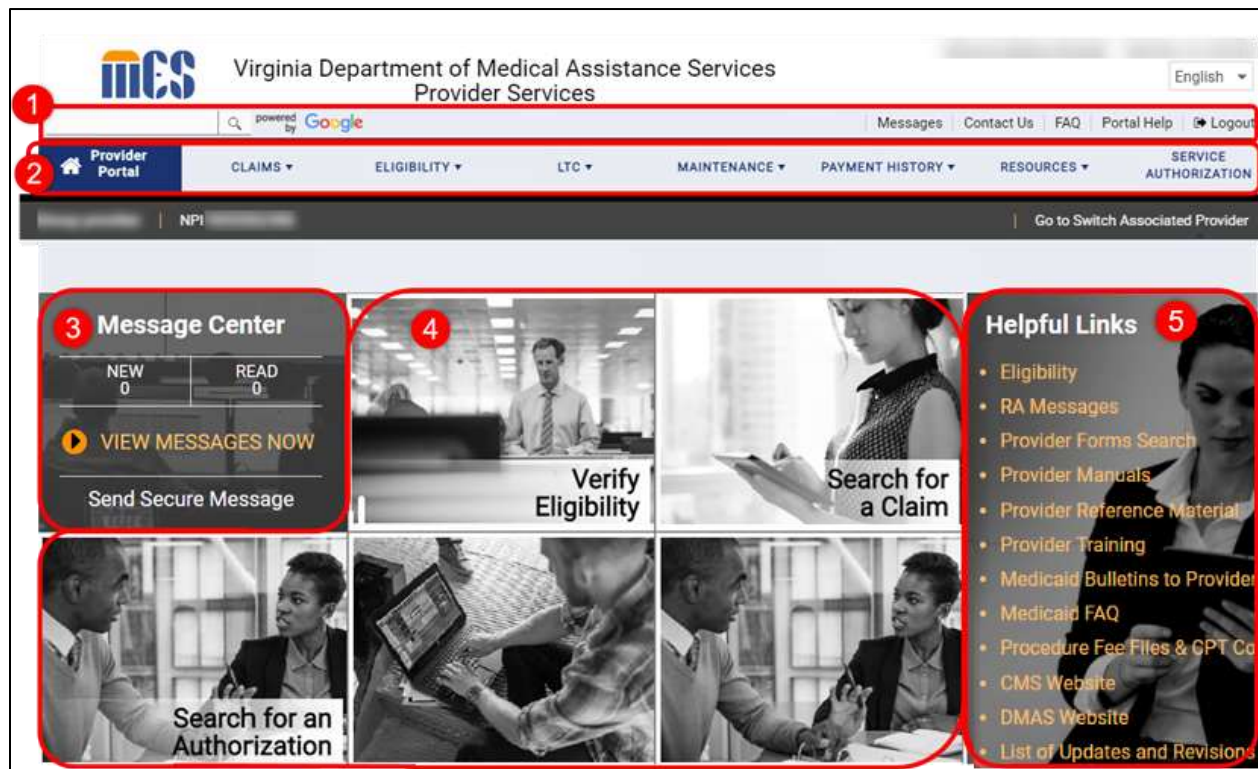
Figure 4-26: Delegate of Authorized Administrator Switch Provider



5. MES Secure Provider Portal Navigation

Access key system functionality and supporting resources from the **Provider Portal Secure Home** page. Refer to Figure 5-1.

Figure 5-1: Provider Portal Secure Home Page Overview



Each feature is described in this section of this guide.

1. At-a-Glance Bar
2. Navigation Menu
3. Message Center
4. Module Tiles
5. Helpful Links

This section includes four communication methods to help you submit and receive information. Use the communication method to connect with the correct support and receive the fastest responses. Refer to Table 5-1.

Table 5-1: Provider Portal Communication Methods

Location	Communication Method Description
At-a-Glance Bar > Messages	Read-only messages that are visible to all applicable providers. These are system and informational messages.
At-a-Glance Bar > Contact Us	List of contact information for various departments and a hyperlink to send an email, including attachments, to the PRSS Enrollment and Management Clerks.
Message Center	Send and receive messages specific to your account and maintain conversation history. Use this for questions about maintaining your Provider information.
Helpful Links > Live Chat	Real-time access to send and receive messages specific to your account. This is only available to Providers enrolled in the Virginia (VA) Medicaid program during business hours.

5.1 At-a-Glance Bar

The **At-a-Glance Bar** is displayed throughout Provider Portal and provides overall system support. Refer to Figure 5-2 and Table 5-2 for an overview of the features. Refer to through Figure 5-9 for examples of each feature.

Figure 5-2: At-a-Glance Bar

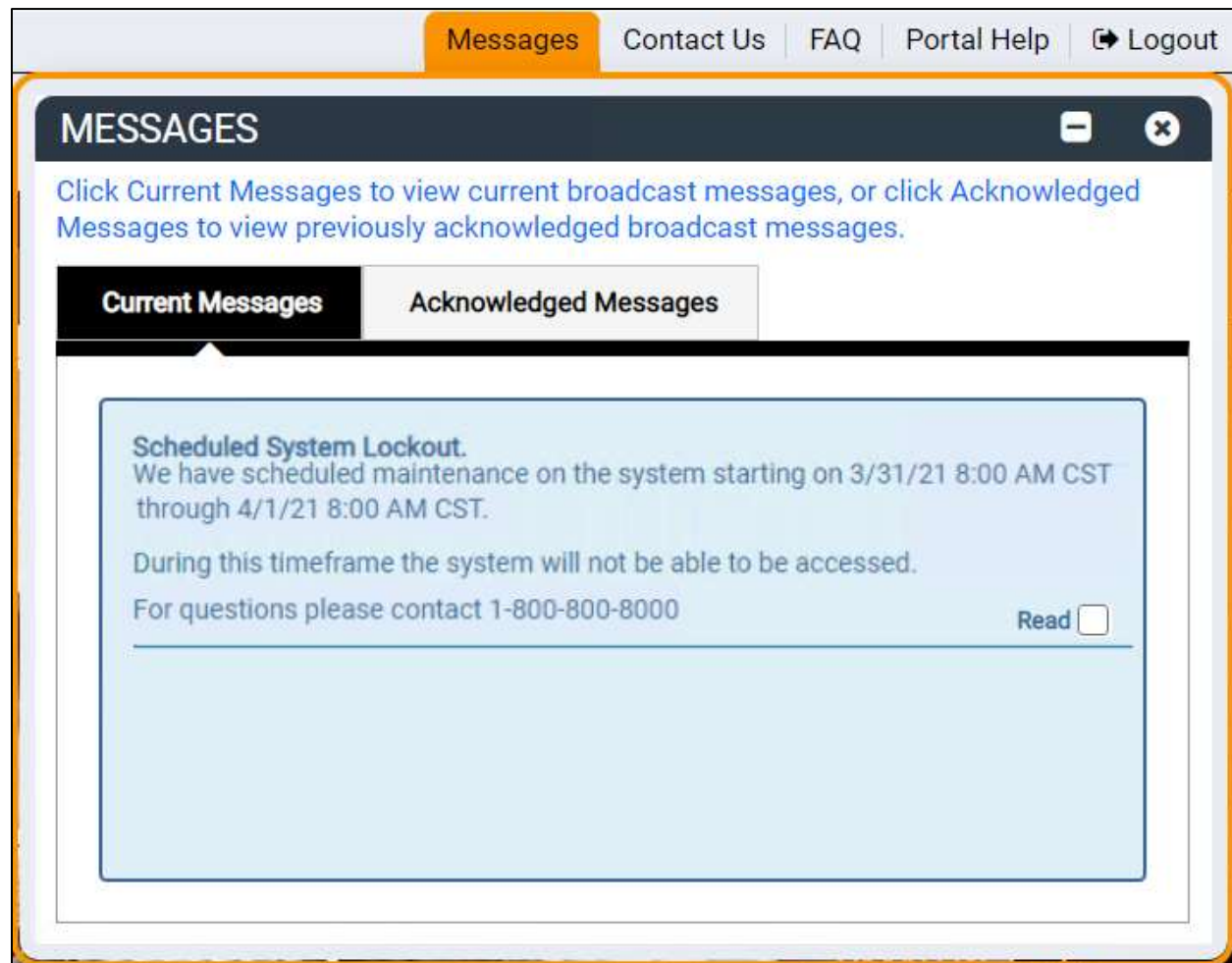


Table 5-2: At-a-Glance Bar

Feature	Description
Search	Search for key terms directly from Provider Portal. The results related to Centers for Medicare & Medicaid Services (CMS) and Medicaid guidelines display first.
Messages	View broadcast messages related to system outages, system upgrades, new system features, important information messages, and various other reasons. <ul style="list-style-type: none"> Broadcast messages display when you log in and are organized by the highest priority, then sorted by effective date, with the most recent date first, and then alphabetically by message text. Any messages that need to be acknowledged are considered the highest priority and thus displayed at the top of Current Messages. Select the Read check box to acknowledge. If a provider requests participation with an MCO and the MCO requests additional documentation from the MCO Portal, a broadcast message displays for the provider.
Contact Us	View how to contact various departments for provider support via email, phone (including an automated response line), or mail.
Frequently Asked Questions (FAQs)	View questions and answers related to common topics about or related to the information contained within Provider Portal.

Feature	Description
Portal Help	View help topics about Provider Portal functionality and the kind of information available. Portal Help appears in a new window.
Logout	Securely log out of Provider Portal.

Figure 5-3: At-a-Glance Bar - Current Messages



Note: Select the **Read** check box to acknowledge a **Current Message**.

Figure 5-4: At-a-Glance Bar - Acknowledged Messages

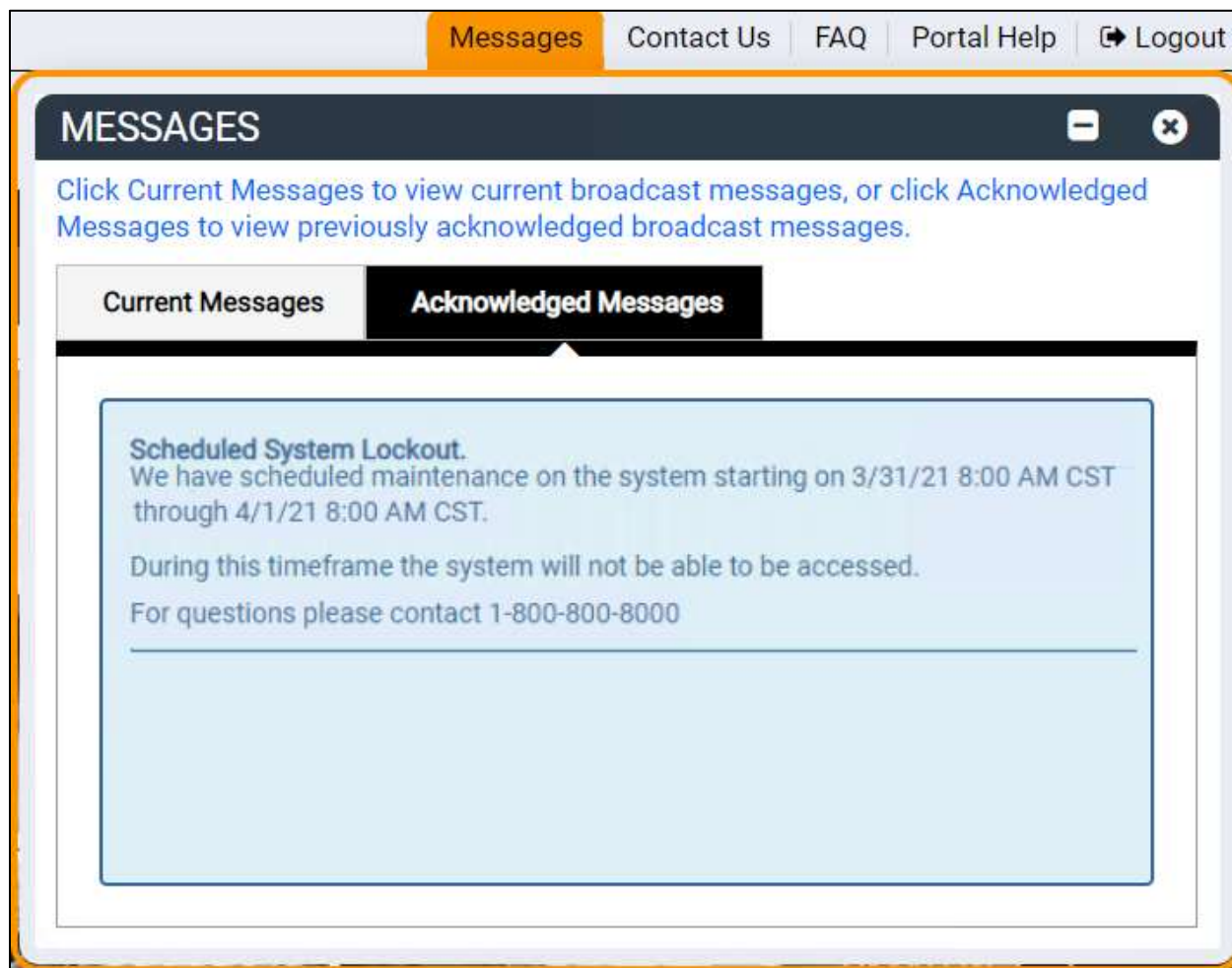


Figure 5-5: At-a-Glance Bar - Contact Us

Messages Contact Us FAQ Portal Help Logout

CONTACT US

Open in separate window

Contact Us

Use this directory to contact us by phone or mail. To report any issues, click on the online link for webmaster mail at the right.

Send us an Email

MAILING ADDRESS

Virginia Medicaid Provider Enrollment Services
PO Box 26803
Richmond, VA 23261-6803

CUSTOMER SERVICE



Note: The **Send us an Email** hyperlink is used to contact the PRSS Enrollment and Management Clerks. This is particularly helpful if you need to submit additional supporting attachments for your enrollment, revalidation, or change request. Alternately, you can send an email to VAMedicaidProviderEnrollment@gainwelltechnologies.com.

Figure 5-6: At-a-Glance Bar - FAQ

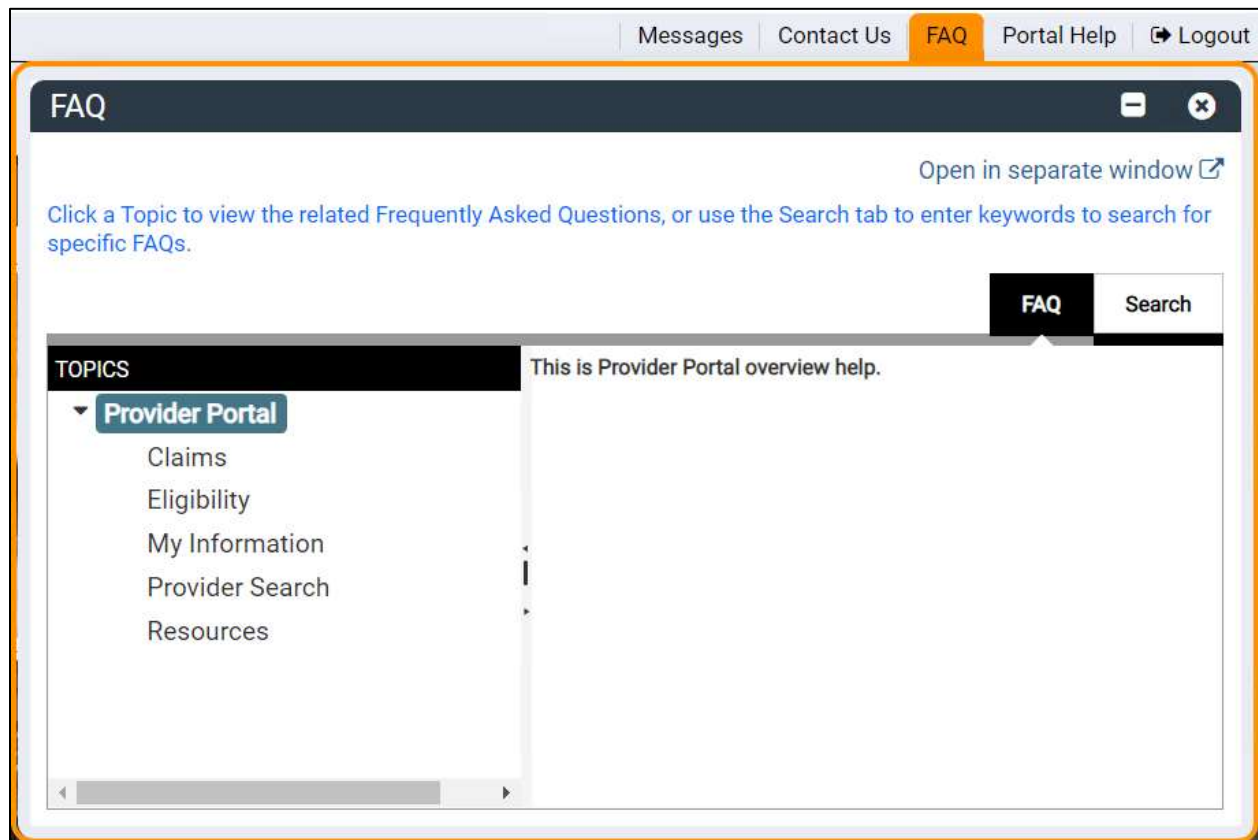


Figure 5-7: At-a-Glance Bar - FAQ Search

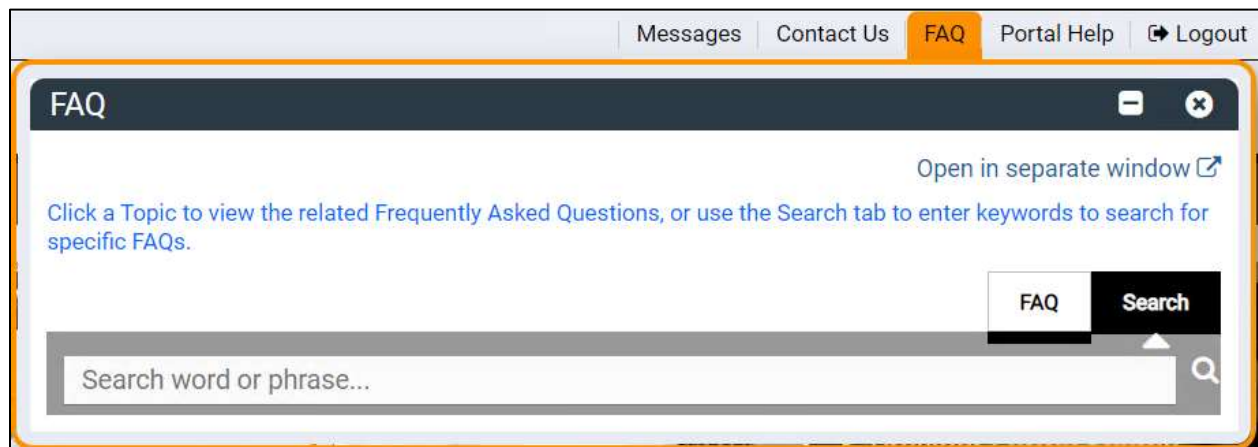


Figure 5-8: At-a-Glance Bar - Portal Help

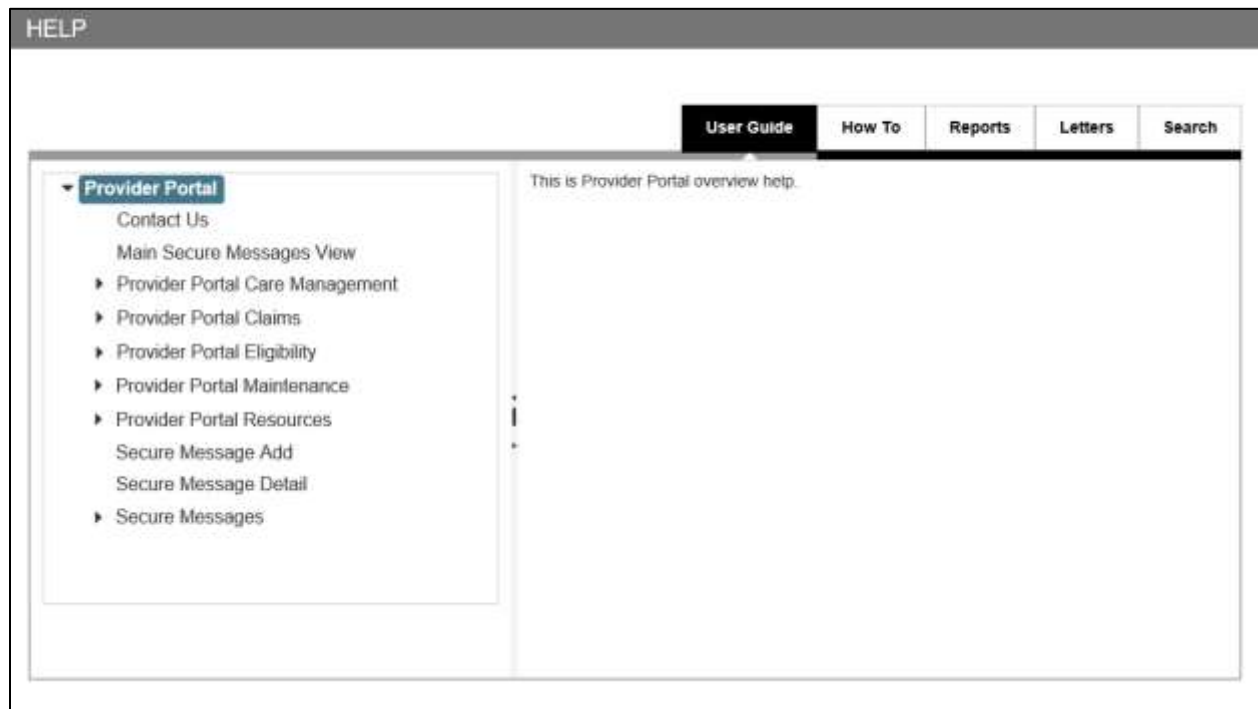
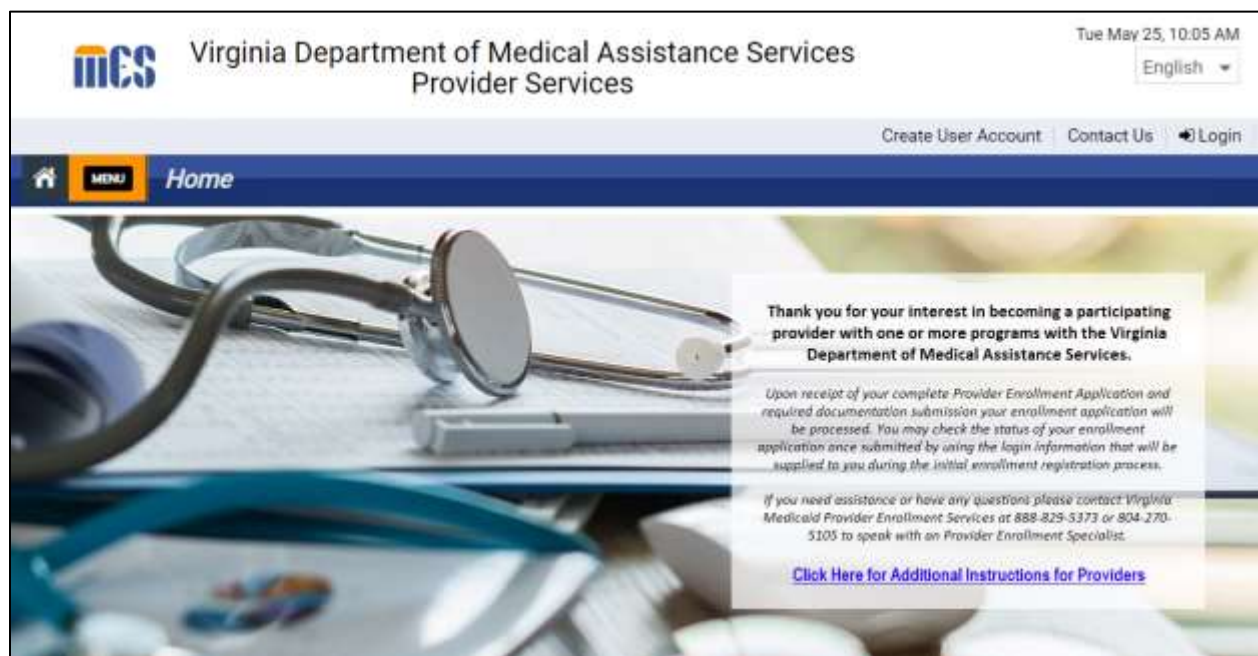


Figure 5-9: Successful Logout



5.2 Navigation Menu

The **Navigation Menu** displays throughout Provider Portal and provides easy access to all modules in the Provider Portal. Click a **Navigation Menu** tile to reveal the sub-menus and click the option that you want.

Figure 5-10: Navigation Menu



Refer to Table 5-3 for descriptions of the modules available from the **Navigation Menu**.

Table 5-3: Provider Portal Modules

Module	Description
Provider Portal Home	Return to the Provider Portal Secure Home page.
Claims	Search for and submit claims.
Eligibility	Verify the eligibility of members.
LTC	Long-term care (LTC) information.
Maintenance	Manage your Provider Portal profile, your organizational information, assigned delegates, and revalidation process.
Payment History	View and search payment transactions.
Resources	Download specific files such as letters and notifications that have been sent to the Provider.
Service Authorization	Submit authorization determinations.

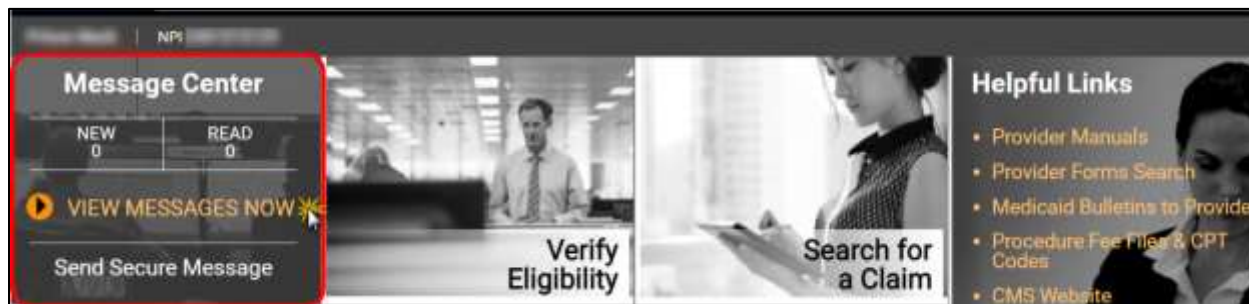
5.3 Message Center

The **Message Center** feature allows you to send, receive, and track secure messages to/from PRSS Enrollment and Management Clerks. The **Message Center** tile displays the message count and links to view and send messages.

5.3.1 Read a Message

1. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink. Refer to Figure 5-11.

Figure 5-11: Message Center

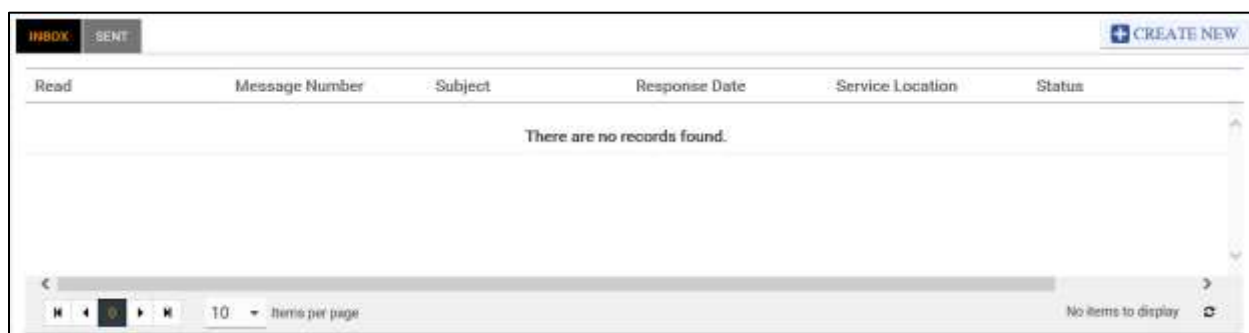




*Note: Message Center is for secure correspondence specific to the Provider displayed on the **Provider Identifier** bar. Messages from the **At-a-Glance Bar** are more informational and appear for all applicable Providers.*

2. The **Message Center** page appears. Refer to Figure 5-12.

Figure 5-12: Message Center Page



Note: Primary Account Holders (PAHs) will see all messages sent for all Service Locations, including messages sent by their delegates.



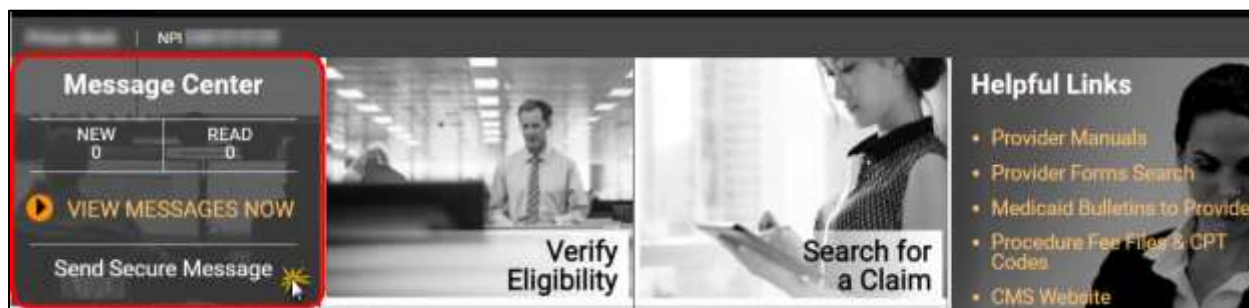
PAH Delegates will see messages that the delegate sent and PAH messages created specifically for the Service Location displayed in the Provider Identifier bar. If the PAH Delegate is assigned more than one Service Location, the delegate can use the switch provider functionality to view the location-specific messages.

3. Double-click a row to view the message.

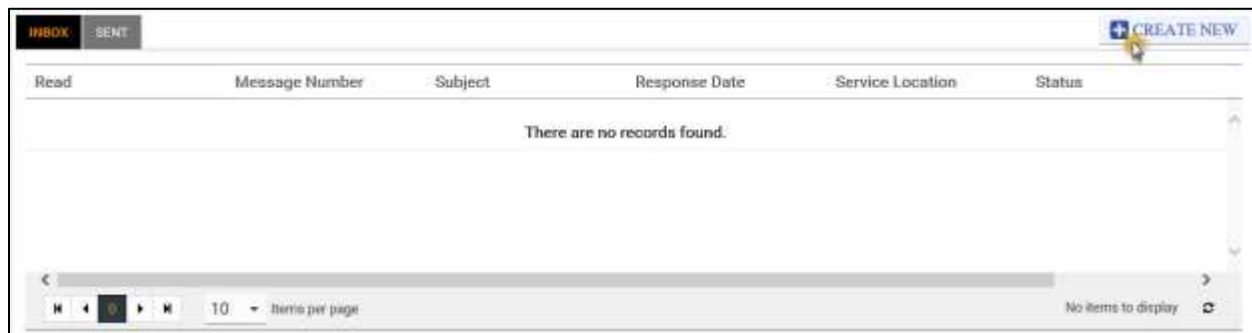
5.3.2 Send a Message

1. To send a message, complete either step.
 - a. From the **Message Center** tile, click the **Send Secure Message** hyperlink. Refer to Figure 5-13.

Figure 5-13: Create Secure Message



- b. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink to open the **Message Center** page, then click **CREATE NEW**. Refer to Figure 5-14.

Figure 5-14: Create Secure Message

2. The **Create Secure Message** window appears. Enter details, then click **SUBMIT**. Refer to Figure 5-15.
 - a. Select the applicable location from the drop-down field if you have more than one Service Location assigned.
 - b. The contact information is linked to your **My Account Profile** and cannot be changed.
 - c. **Category** and **Subject** are required, and direct your message to the appropriate PRSS Enrollment and clerk.
 - d. When a **Category** is selected, the **Reason Code** drop-down appears.

Figure 5-15: Create Secure Message Window

3. A confirmation message appears. Refer to Figure 5-16. Return to the Inbox to view correspondence.

Figure 5-16: Message Sent Confirmation



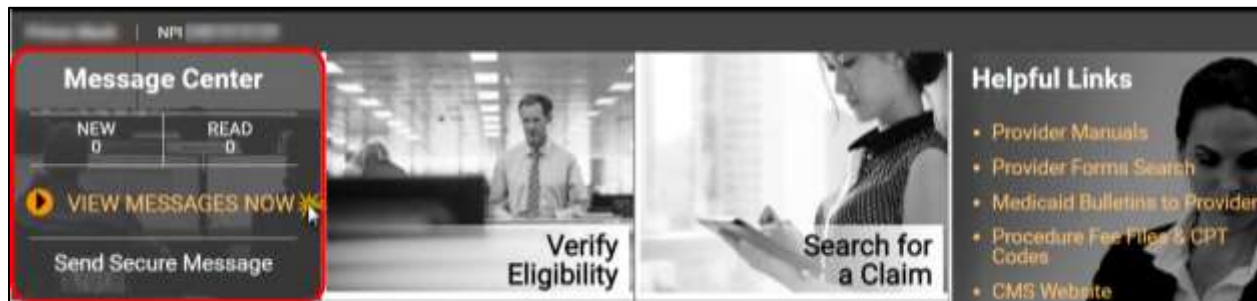
Note: Secure messages are maintained in the **Message Center**. You **WILL NOT** receive an email or letter when correspondence is sent.

You **WILL** see a number under **New** in the **Message Center** tile when you log in to Provider Portal.

5.3.3 View Sent Messages

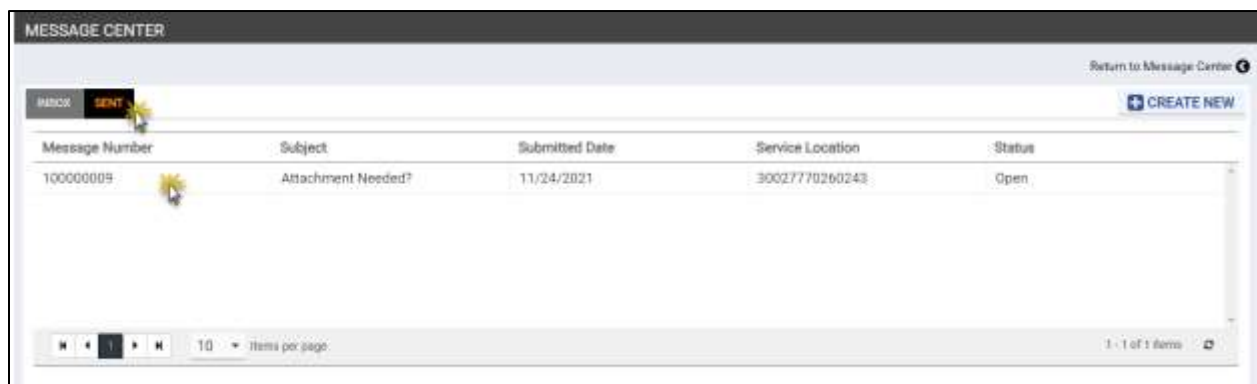
1. From the **Message Center** tile, click the **VIEW MESSAGES NOW** hyperlink. Refer to Figure 5-17.

Figure 5-17: Message Center



2. The **Message Center** page appears. Click the **SENT** tab to view a list of sent messages.
3. Double-click a record to view the message. Refer to Figure 5-18.

Figure 5-18: Sent Messages



4. The **Secure Message Detail** page appears with the message submission details and any responses. Refer to Figure 5-19.

Figure 5-19: Sent Secure Message Detail

Secure Message Detail Go to Switch Associated Provider Back to Messages

Service Location: 30027770260243 - INOVA HEALTHCARE SERVICES - 3650 JOSEPH SIEWICK DR STE 106, F...

Contact Name: Group Provider - Inova Health Care | Contact Phone #: 3020000000 | Contact E-mail: melissa.wanstal2@gainwelltechnologies.co

Message Number	Submitted Date/Time	Response Date/Time	Status
100000009	11/24/2021 17:02:53		Open

Category: Provider Portal Assistance | Reason Code: Attachment Needed? | Subject: Attachment Needed?

Provider ID: | Provider/Facility Name: |

Claim ID: | Service From Date: | Service To Date: |

Detailed Description: Do I need to submit an attachment to update my address?

Response:

5. Click **Back to Messages** to close the message. Refer to Figure 5-20.

Figure 5-20: Close Message

Secure Message Detail Go to Switch Associated Provider Back to Messages

Service Location: 30027770260243 - INOVA HEALTHCARE SERVICES - 3650 JOSEPH SIEWICK DR STE 106, F...

5.4 Module Tiles

Module Tiles are quick access features related to features on the **Navigation Menu** and are available on the **Provider Portal Secure Home** page.

Click a Module Tile to reveal the quick access for the feature. Refer to Figure 5-21.

Figure 5-21: Module Tiles



Note: Delegates can only interact with the Module Tiles associated with access assigned to them by the Provider.

5.5 Helpful Links

The Helpful Links section includes quick access to supporting resources with hyperlinks to:

- Eligibility
- RA Messages
- Provider Forms Search
- Provider Manuals
- Provider Reference Material
- Provider Training
- Medicaid Bulletins to Provider

- Medicaid FAQ
- Procedure Fee Files & CPT Codes
- CMS Website
- DMAS Website
- List of Updates and Revisions to Provider Manuals
- Appeals Information
- Hospital Presumptive Eligibility
- HIPP Registration
- NFWS Registration
- Newborn/Newborn E-123
- Live Help



Note: The **Helpful Links** list was updated 03/17/2022. Please refer to the Provider Portal site for changes after this date.

Refer to Figure 5-22.

Figure 5-22: Helpful Links



5.5.1 Live Help

Live Help is an online service that allows you to chat in real-time with PRSS Enrollment and Management Clerks. Live Help provides instant online support.

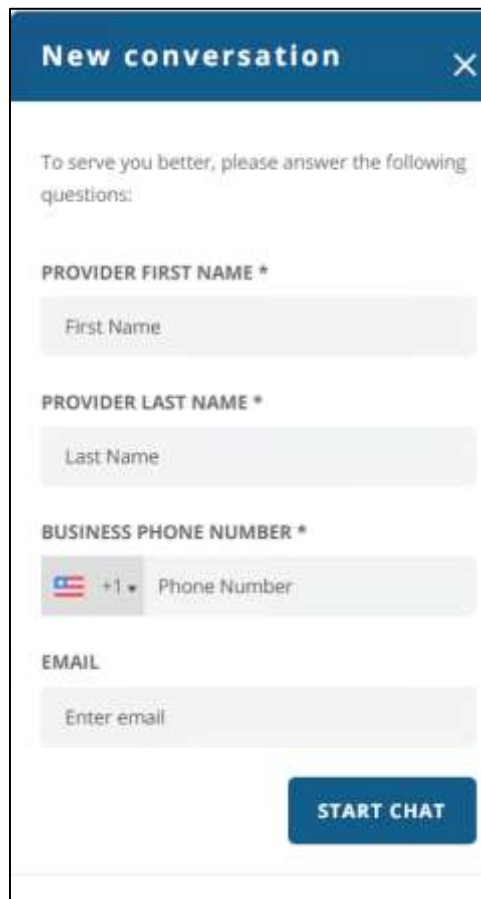
To use this service, complete the steps below:

1. From the **Helpful Links** section, click **Live Help**. Refer to Figure 5-23.

Figure 5-23: Live Help Link

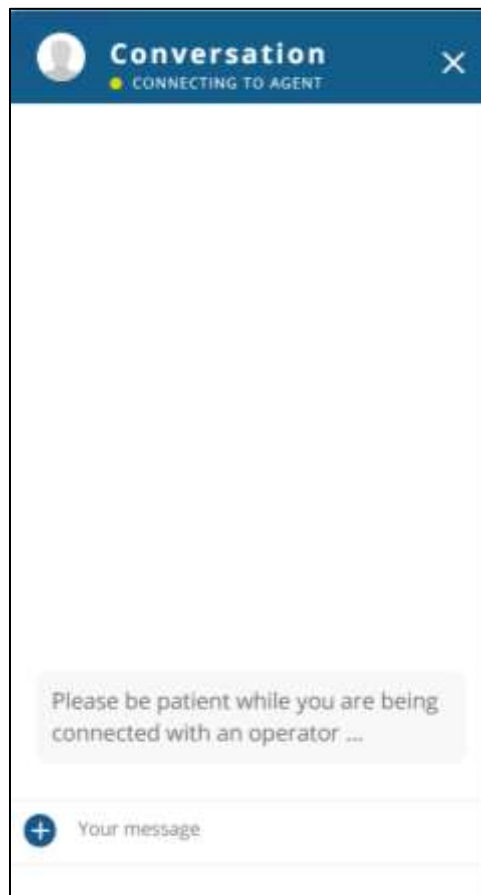


2. The **Live Chat** window appears. Complete the fields, then click **Start Chat**. Refer to Figure 5-24.

Figure 5-24: Start Live Chat

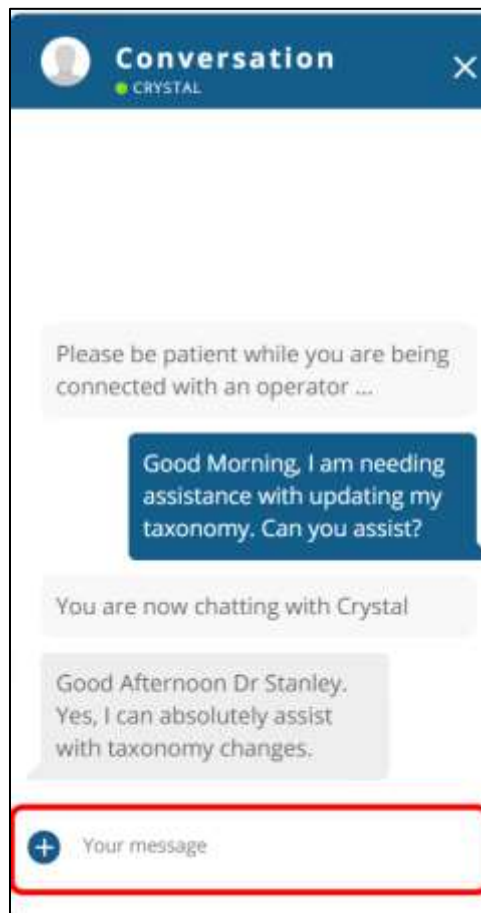
The screenshot shows a mobile interface for starting a live chat. At the top is a dark blue header with the text 'New conversation' and a close icon (X). Below the header, a message reads: 'To serve you better, please answer the following questions:'. The form contains four required fields, each with a label and an asterisk: 'PROVIDER FIRST NAME *' with a text input field containing 'First Name'; 'PROVIDER LAST NAME *' with a text input field containing 'Last Name'; 'BUSINESS PHONE NUMBER *' with a dropdown menu showing a US flag and '+1', followed by a text input field containing 'Phone Number'; and 'EMAIL' with a text input field containing 'Enter email'. A blue 'START CHAT' button is located at the bottom right of the form.

3. Wait to be connected with a PRSS Enrollment and Management Clerk. You may enter your question while you are waiting to be connected. Refer to Figure 5-25.

Figure 5-25: Connecting Live Chat

4. Continue your conversation with the clerk by typing your message and hitting enter at the bottom of the chat window. Refer to Figure 5-26.



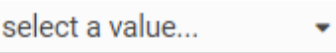



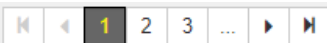

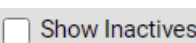



Figure 5-26: Conversation Live Chat



5.6 Interactive Features

Interactive features enable you to perform certain actions. The available interactive features depend on the functionality on the page. Refer to Table 5-4 for a listing and description of the interactive features.

Table 5-4: Interactive Features

Name	Icon(s)	Description
Action Button		Action buttons are labeled to Submit, Edit, Save, Cancel, Inactivate, or perform a more specialized action such as Add Registered Delegate. Reset buttons revert entered information to the most recent saved values. Previous and Next buttons navigate between steps.
Calendar		Click the icon to open a calendar and select a date.
Drop-down Field		Click the drop-down icon to view and select an option.
Expand & Collapse	 Expand All Collapse All	Expand or collapse details in a section. For sections with multiple expand and collapse icons, Expand All and Collapse all apply to all items in that section.
Export		Downloads the table results in the format indicated on the button. Verify that pop-up blockers allow downloads and follow instructions to save or open the file.
Filter		Opens filter options for search results. Filters do not apply to all columns.
Paging		Navigate through search results using arrows or page numbers.
Required		Indicates information must be entered in the field to save or continue.
Show Inactives		Select the check box to toggle inactive records to show or hide in a table.
Sort		Sorts search results column in ascending or descending order. Sorting does not apply to all columns.
Text Field		Enter text to complete the field.
Tooltip		Move over the icon to display help text for the field.

5.7 Error Messages

If you try to save or submit a change that is missing required information or if the change is not allowed based on other entered information, an error message appears. The error message may be at the field, window, or page level, be sure to scroll through the entire area to verify if an error message appeared.

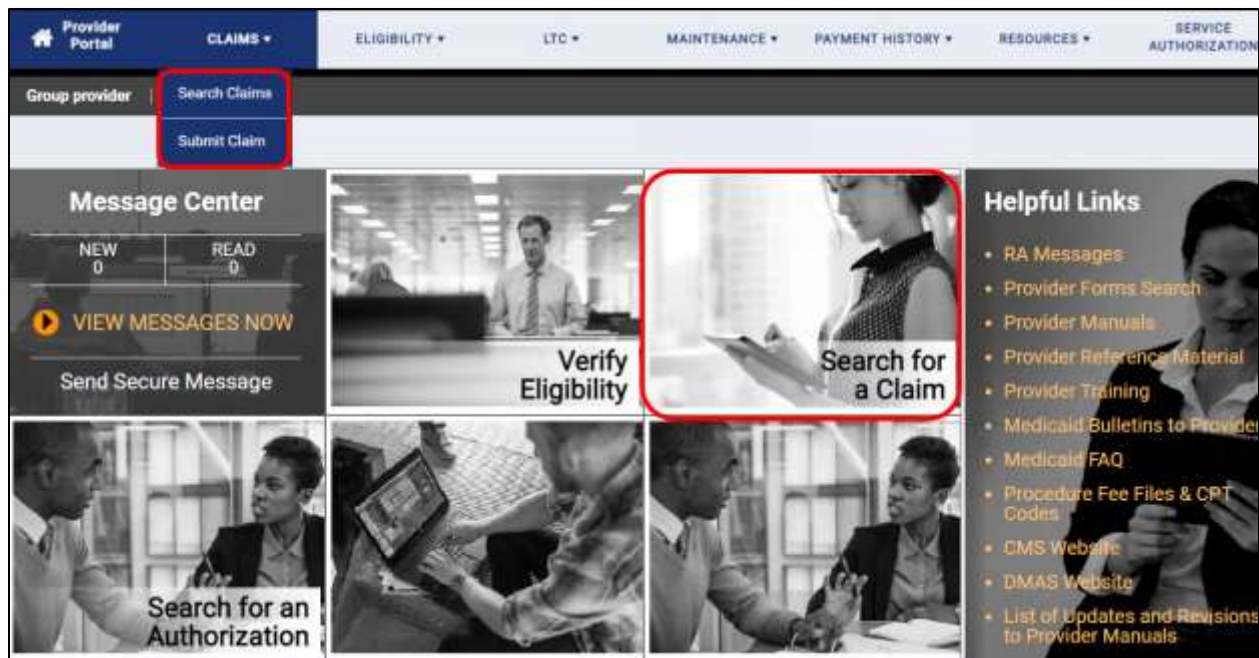
6. Claims

This module allows you to search for existing claims or submit claims. You will be redirected to an external resource that appears in a new window.

To search for a claim, complete either step. Refer to Figure 6-1.

1. From the **Navigation Menu**, click Claims, then **Search Claims**.
2. **Click Search** for a Claim from the **Module Tile**, then follow the link.

Figure 6-1: Search for Claims



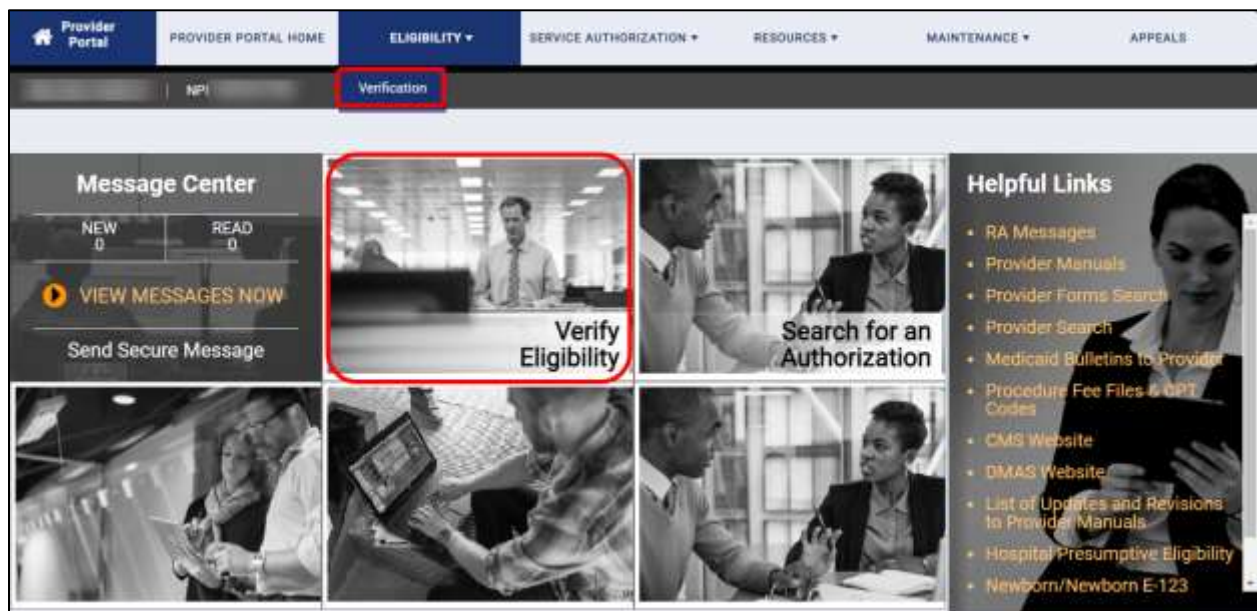
7. Eligibility

This module allows you to verify if members meet the qualifications for a particular benefit. You will be redirected to an external resource that appears in a new window.

To access member eligibility verification, complete either step. Refer to Figure 7-1.

1. From the **Navigation Menu**, click Eligibility, then **Verification**.
2. From the **Module Tile**, click **Verify Eligibility**, then follow the link.

Figure 7-1: Eligibility Verification



8. Long-Term Care (LTC)

This module allows you to add new and view existing LTC segments for members.



9. Maintenance

This module allows you to view and maintain your provider information and additional management activities such as managing delegates and accessing revalidation.

9.1 Portal Profile Maintenance - Provider

1. From the **Navigation Menu**, click **Maintenance**, then **Portal Profile Maintenance**. Refer to Figure 9-1.

Figure 9-1: Portal Profile Maintenance



The **My Account Profile** page appears with your profile information. Refer to Figure 9-2.

Figure 9-2: View My Account Profile

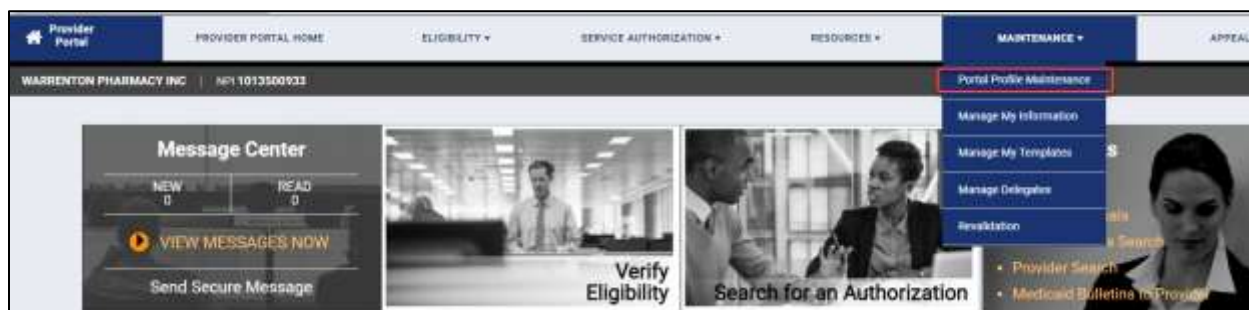
2. *Optional:* Update your provider profile information.
 - a. Click **Edit** to enable the fields.
 - b. Enter updates, then click **SAVE**. Refer to Figure 9-3.

Figure 9-3: Edit My Account Profile

9.2 Portal Profile Maintenance - Delegate

1. From the **Navigation Menu**, click **Maintenance**, then **Portal Profile Maintenance**. Refer to Figure 9-4.

Figure 9-4: Delegate - Portal Profile Maintenance



2. The **My Account Profile** page appears with your profile information. Refer to



*Note: A Registered Delegate must give the **Relationship Code** to additional Providers to be added as a Delegate. If you do not see an expected Provider on your **Switch Providers** window, contact the Provider with this **Relationship Code** and ask to be added as a Delegate.*

Figure 9-5: Delegate - My Account Profile

MY ACCOUNT PROFILE

CONTACT INFORMATION

User ID [Redacted]

First Name [Trainee] Middle Name [] Last Name [Sample]

Display Name [Trainee Sample]

Phone Number [302-555-5555] Current Email [Redacted] Relationship Code [PF30KQ8I]

ROLES

Current Roles [Provider Delegate]

PREFERENCES

Primary Language [English]

CANCEL EDIT

3. *Optional:* Update your delegate profile information.
 - a. Click **Edit** to enable the fields.
 - b. Enter updates, then click **SAVE**. Refer to Figure 9-6.

Figure 9-6: Delegate - Edit my Account Profile

MY ACCOUNT PROFILE

Required Fields (*)

CONTACT INFORMATION

* First Name [Trainee] Middle Name [] * Last Name [Sample]

* Display Name [Trainee Sample]

* Phone Number [302-555-5555] * Current Email [Redacted] Relationship Code [PF30KQ8I]

PREFERENCES

Primary Language [English]

RESET CANCEL SAVE

9.3 Manage My Information

9.3.1 Manage My Information Navigation

1. From the **Navigation Menu**, click **Maintenance**, then **Manage My Information**. Refer to Figure 9-7.

Figure 9-7: Manage My Information Menu



Note: If you are a Delegate with access or an Authorized Administrator, you can update maintenance information on behalf of the Provider.

*Verify that the correct Provider is selected. Refer to Sections **4.3 - Switch Provider – Delegates**, **4.4 - Switch Provider – Authorized Administrators**, or **4.5 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch Providers if you need to make a change.*

Figure 9-8: Provider Identifier Bar



2. The **Manage My Information Welcome** page appears. If you have more than one **Service Location** option, select your desired **Service Location** from the drop-down list. Click **START**. Refer to Figure 9-9.

Figure 9-9: Manage My Information Welcome Page



Note: For Individual within a Group Providers, affiliated Group Service Locations only display the Service Location ID on the Welcome page. View the Group's Service Location details from the Affiliations tab.

3. Navigate to the desired module to view or update information. Refer to Figure 9-10.

- Indicates the Provider name and the National Provider Identifier (NPI) for the information in this module.
- Click the tile to navigate to a specific module.
- Click **CANCEL** to discard your changes since your last save.
- Click **PREVIOUS** or **NEXT** to move to the previous or next module.

Figure 9-10: Manage My Information Navigation



Note: The tiles displayed are based on the Provider's enrollment type and other enrollment details. All modules are listed in this guide, but not all will be applicable to the provider information you are viewing in Provider Portal.

9.3.1.1 Add/Edit Field Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** pages.

1. From the desired module, select the field(s) to edit.



Note: For descriptions of field types, refer to Section 5.6 - Interactive Features.

2. Click **SAVE** in the section. Refer to Figure 9-11.



Note: If the change requires processing, it will NOT display in the section until approved. Refer to Section 9.3.1.5 - Track Changes to track your request.

Figure 9-11: Manage My Information Field Update

9.3.1.2 Add Table Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** pages.

1. If a table has multiple tabs, click the tab for the desired information. Refer to Figure 9-12.

Figure 9-12: Table Tabs Example

NPI	Primary	Effective Date	End Date	Status
	Yes	07/20/2021	12/31/9999	Active

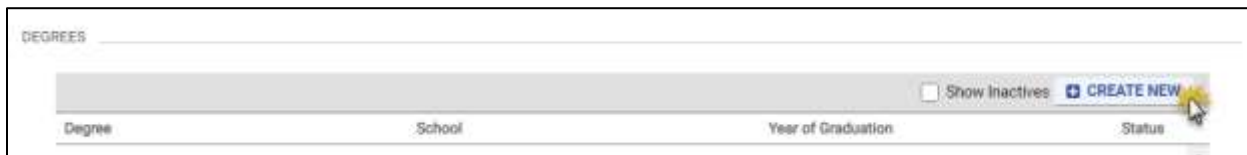
2. *Optional:* View the information in the table. Use the sort and filter features included in Section 5.6 - Interactive Features to find the desired information more easily.



Note: The table view allows you to see all of the records at once. However, some fields may not display in this view to maximize visibility. To view all fields for a record, continue to the next step in this section.

3. In the table header, click **CREATE NEW** to add, modify, or inactivate a record. Refer to Figure 9-13.

Figure 9-13: Create New Example

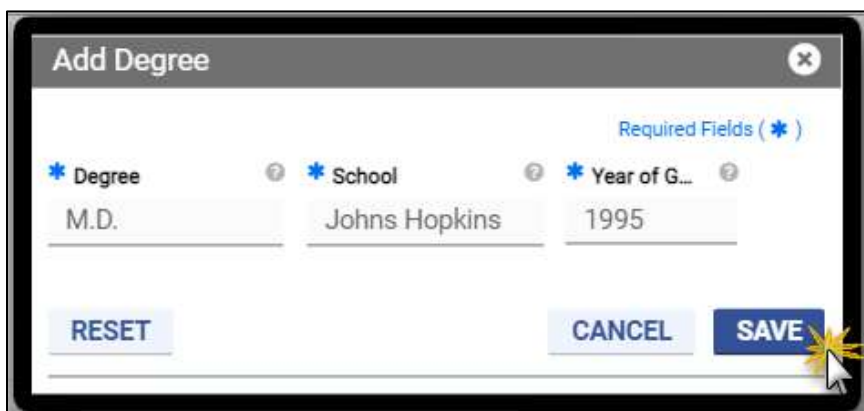


DEGREES			
Degree	School	Year of Graduation	Status

Buttons: ☐ Show Inactives, **CREATE NEW**

4. A window appears with the applicable fields. Complete the fields, then click **SAVE**. Refer to Figure 9-14.

Figure 9-14: Create Record Example



Add Degree

Required Fields (*)

* Degree: M.D. * School: Johns Hopkins * Year of G...: 1995

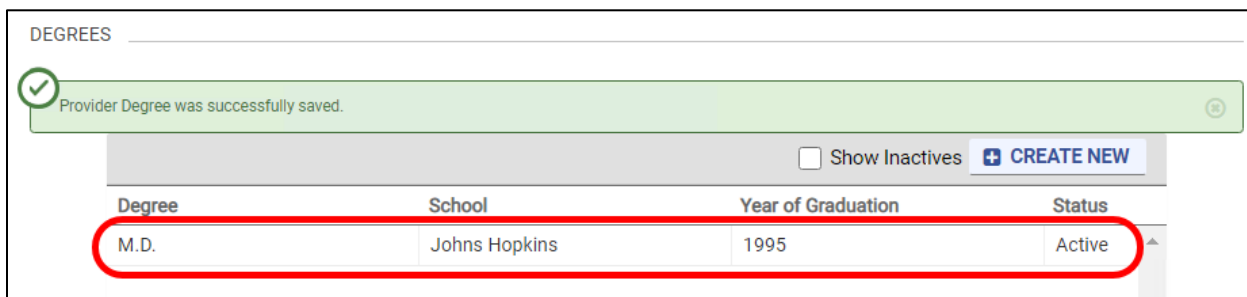
Buttons: RESET, CANCEL, **SAVE**

5. A success message is displayed, and the record appears in the table. Refer to Figure 9-15.



*Note: If the new record requires processing, it will NOT display until approved. Refer to Section 9.3.1.5 - **Track Changes** to track your request.*

Figure 9-15: Saved Record Example



DEGREES			
Degree	School	Year of Graduation	Status
M.D.	Johns Hopkins	1995	Active

Buttons: ☐ Show Inactives, **CREATE NEW**

Message: Provider Degree was successfully saved.

9.3.1.3 View/Edit/Inactivate Table Information

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** pages.

1. If a table has multiple tabs, click the tab for the desired information. Refer to Figure 9-16.

Figure 9-16: Table Tabs Example

- Optional: View the information in the table. Use the sort and filter features included in Section 5.6 - Interactive Features to more easily find your desired information.

CREDENTIALS

[Licenses](#)
[Medicare Number](#)
[CASH Numbers](#)
[NPI](#)

☐ Show Inactives
 [+ CREATE NEW](#)

NPI	Primary	Effective Date	End Date	Status
	Yes	07/20/2021	12/31/9999	Active



Note: The table view allows you to see multiple records at once. However, some fields may not display in this view to maximize visibility. To view all fields for a record, refer to Section 9.3.1.3 - View/Edit/Inactivate Table Information.

- From the table records, click a specific row to view more details. Refer to Figure 9-17.

Figure 9-17: Open Table Record Example

DEGREES

☐ Show Inactives
 [+ CREATE NEW](#)

Degree	School	Year of Graduation	Status
M.D.	Johns Hopkins	1995	Active

- The record detail window appears. Click **EDIT**. Refer to Figure 9-18.

Figure 9-18: Edit Table Record Example

View Degree

Degree: M.D.
 School: Johns Hopkins
 Year of Gra...: 1995

[EDIT](#)
[CLOSE](#)

- Edit or inactivate the record.

Note: Know the difference between End Dating and Inactivating



- Edit the **End Date** field to indicate a record that will no longer be applicable, such as an expiring license.
- Inactivate a record only if the record was entered incorrectly and the correction is not allowed by editing fields.



*Note: If the change requires processing, it will NOT display until approved. Refer to Section 9.3.1.5 - **Track Changes** to track your request.*

- Edit the field(s) and click **SAVE**. A success message is displayed, and changes reflect in the table records. Refer to Figure 9-19.

Figure 9-19: Edit Table Record Example

- Click **INACTIVATE**. Refer to Figure 9-20. A success message is displayed, and the record is removed from the table.

Figure 9-20: Inactivate Table Record Example



Note: Records can be inactivated to indicate incorrect information but not deleted. This allows an audit trail with changes to be maintained.

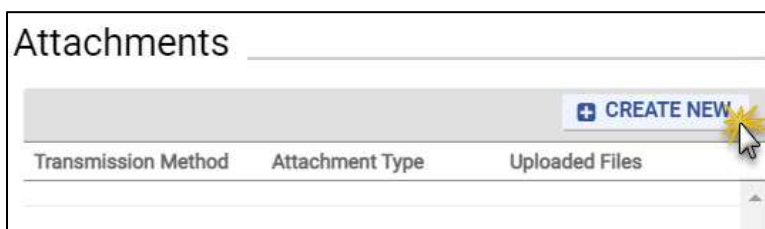
9.3.1.4 Add Attachments

Add attachments to support change requests. Some changes require attachments to be saved. Attachment sections may appear on module pages or on add or edit windows; the steps are the same.

Unless otherwise noted, the steps to edit information are the same for all **Manage My Information** pages.

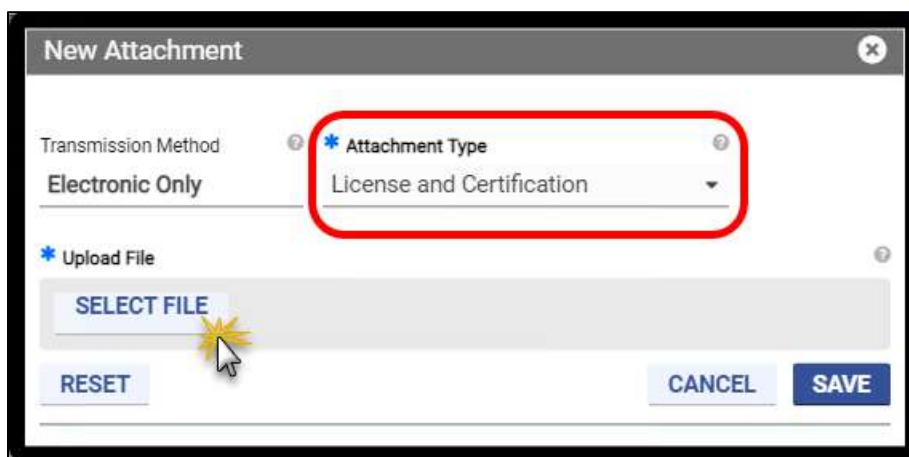
1. Click **CREATE NEW**. Refer to Figure 9-21.

Figure 9-21: Create New Attachment

A screenshot of a web interface titled "Attachments". Below the title is a horizontal bar with a "+ CREATE NEW" button on the right. Below this bar is a table with three columns: "Transmission Method", "Attachment Type", and "Uploaded Files". A mouse cursor is pointing at the "+ CREATE NEW" button.

2. Select the **Attachment Type**, then click **SELECT FILE**. Refer to Figure 9-22.

Figure 9-22: Select File Attachment

A screenshot of a "New Attachment" dialog box. It has a title bar with a close button. Inside, there are two fields: "Transmission Method" with the value "Electronic Only" and "Attachment Type" with a dropdown menu showing "License and Certification". The "Attachment Type" field is highlighted with a red rectangle. Below these fields is a "SELECT FILE" button, which is highlighted with a yellow starburst and a mouse cursor. At the bottom are three buttons: "RESET", "CANCEL", and "SAVE".

3. Follow the prompts to select the file from your computer to upload the file. Once you upload the file, click **SAVE**. Refer to Figure 9-23.

Figure 9-23: Save Attachment

New Attachment

Transmission Method: **Electronic Only** Attachment Type: **License and Certification**

* Upload File

SELECT FILE ✓ Done

Sample Attachment.pdf
31.73 KB

RESET **CANCEL** **SAVE**



Note: Accepted Attachment Types are .pdf, .jpeg, .png, .doc, and .docx.

- The attachment is displayed in the list. Refer to Figure 9-24.

Figure 9-24: Added Attachment

Attachments		
		+ CREATE NEW
Transmission Method	Attachment Type	Uploaded Files
Electronic Only	License and Certification	Sample Attachment.pdf

9.3.1.5 Track Changes

When changes are saved, there are two different types of messages, **Successfully Saved** and **Successfully Submitted for Processing**.

- Successfully Saved**: Indicates that changes are immediately reflected in Provider Portal.
- Successfully Submitted for Processing**: Indicates that approval is required before the change(s) are displayed in Provider Portal. These messages include a **Transaction ID**. Refer to Figure 9-25.

Figure 9-25: Transaction Id



Note: The Provider's responsibility is to verify that requested changes have been approved before incorporating the change into their business practices.

If a change is rejected and is still desired, the Provider's responsibility is to make adjustments and create a new request.

Know these points for change requests that require processing:

- PRSS Enrollment and Management Clerks must review change requests, and additional information may be requested to approve the change.
- The time to process your request will vary based on its complexity and the volume of submissions in the queue.
- Change requests for the same type of information cannot be submitted until the existing update is approved or rejected.
- View the status of your request, including comments from PRSS Enrollment and Management Clerks, in the **Request Tracking** module. Refer to Table 9-1 and Figure 9-26.

Table 9-1: Request Tracking Status

Workflow Status	Description
In Process	Pending review by PRSS Enrollment and Management Clerk.
Approved	Change is accepted and has been updated in Manage My Information .
Rejected	Change is rejected, and no changes have been made. If the change is still desired, the Provider <u>must submit a new request</u> that addresses the comments. The original change CANNOT be resubmitted with a change. If an explanation is needed to support the request, send an email to VAMedicaidProviderEnrollment@gainwelltechnologies.com with the reasoning before submitting a new request.



*Note: Use the **Message Center** or **Live Help** to inquire about your change request. Include the **Transaction ID** for the fastest response.*

Figure 9-26: Request Tracking

Navigation Tabs: General Information, Specialties, Addresses, Service Location, Organization, Credentials, Provider Type, Other Information, Disclosures, MCO Network, Request Tracking

Buttons: CANCEL, PREVIOUS

SERVICE LOCATION INFORMATION

NPI: [Field]
 Base ID: [Field]
 Name: [Field]
 Service Location: [Field]

REQUEST TRACKING

Category	Transaction ID	Request Date	Workflow Status	Comment
License	6QWLFCCGQ0	03/10/2022	IN-PROCESS	
Specialty	BVHXKYUGGW	03/10/2022	APPROVED	

9.3.2 General Information

The General Information page contains information about your Provider's initial enrollment, identifying information, degrees, and Electronic Funds Transfer (EFT) status. Refer to Figure 9-27.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-2 for a list of fields that can be viewed or edited in the **General Information** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-2: General Information Fields

General Information			
Section	Section Fields	Editable?	Requires Processing?
Enrollment Information	Enrollment Type		
	Provider Type		
	Effective Date		
Provider Information	Ownership	✓	

General Information			
Section	Section Fields	Editable?	Requires Processing?
	SSN		Only Name Updates
	Gender		
	Date of Birth		
	Title	✓	
	First Name	✓	
	Middle Name	✓	
	Last Name	✓	
	Business Name	✓	
	Suffix	✓	
	Ethnicity	✓	
Degrees	Degree	✓	
	School	✓	
	Year of Graduation	✓	
	Status		
EFT Enrollment	Type of Account at Financial Institution	✓	Add, Edit, Delete
	Financial Institution Name	✓	
	Account Verification Status		
	Effective Date	✓	
	End Date	✓	
	Status		



Note: When changing the provider name fields, modify all name fields you wish to update before clicking SAVE to approve all changes in one request.

Figure 9-27: General Information

General Information

Specialties

Addresses

Service Location

Organization

Credentials

Other Information

Disclosures

MCO Network

Request Tracking

CANCEL

NEXT

General Information

ENROLLMENT INFORMATION

Enrollment Type

Provider Type

Effective Date

Individual

Pharmacist

03/24/2021

PROVIDER INFORMATION

Ownership

SSN

Gender

Date of Birth

Yes No

-**-*

select a value...

MM/DD/YYYY

Title

First Name

Middle Name

Last Name

Suffix

Ethnicity

select a value...

RESET

SAVE

DEGREES

Show Inactives

CREATE NEW

Degree	School	Year of Graduation	Status
There are no records found.			

EFT ENROLLMENT

Show Inactives

CREATE NEW

Type of Account at Financial Institution	Financial Institution Name	Account Verification Status	Effective Date	End Date	Status
There are no records found.					

9.3.2.1 EFT Enrollment Overview



Note: EFT Enrollment only applies to Atypical, Group, Facility, and Individual enrollments.

Virginia Medicaid allows one active EFT Enrollment per NPI or Tax ID (Tax ID for Atypical Providers only), including all Service Locations associated with that identifier.

Changing the EFT Enrollment for an NPI or Tax ID will impact all Service Locations associated with that identifier.



Note: To ensure that you are correctly paid, link your NPI to your EFT Enrollment if you have one. Only Atypical providers should use Tax ID for those Atypical locations.

9.3.2.2 Change EFT Enrollment

Only one active EFT Enrollment can exist per Base ID, including all the Service Locations under the NPI or API listed on your **Provider Identifier** bar. Refer to Figure 9-28.

Figure 9-28: Provider Identifier Bar



If an existing EFT enrollment already exists and is currently active, follow these steps:

1. Complete steps in Section **9.3.1.3 - View/Edit/Inactivate Table** Information to open the EFT Enrollment fields for editing.
2. Update the **End Date** for the current EFT Enrollment to the last date that you wish to process billing with that account which must be greater than or equal to the current date.
3. Click **SAVE** to update the **End Date**.
4. Due to security and compliance requirements, your request must be processed by a PRSS Enrollment and Management Clerk before you can add a new EFT. Refer to Section **9.3.1.5 - Track Changes**.
5. Once your existing EFT enrollment **End Date** change has been approved, complete steps in Section **9.3.1.2 - Add Table Information** to add a new EFT Enrollment.

9.3.2.3 Add EFT Enrollment

1. Complete steps in Section **9.3.1.2 - Add Table Information** to add a new EFT Enrollment. The **Add EFT Enrollment** window contains the banking information to where payments

are made, including the account type, name, and address of the financial institution, etc. Refer to Figure 9-29.

2. Be sure to expand the Submission Information section to complete your electronic signature.
3. Add at least one attachment supporting your banking request.



Note: Field-level error messages may be in collapsed sections. If clicking save does not update, check the collapsed sections for missing information.

Figure 9-29: Create New EFT

Add EFT Enrollment

Required Fields (4)

PROVIDER INFORMATION

Provider Name

Doing Business As Name

Base ID

PROVIDER ADDRESS

Address Line 1

Address Line 2

City

State

Country

ZIP Code/Postal Code

Expand All | Collapse All

PROVIDER IDENTIFIERS INFORMATION

Tax Identification Number (TI...)

National Provider Identifier (N...)

Other Identifier

Assigning Autho...

Trading Partner ID

License Number

License Issuer

Provider Type

Provider Taxonomy Code

PROVIDER CONTACT INFORMATION

Title

Contact Last Name

Contact First Name

Contact Middle Name

Telephone Number

Telephone Number Extension

Fax Number

Email Address

PROVIDER AGENT INFORMATION

Provider Agent Name [?]

PROVIDER AGENT ADDRESS

Address Line 1 [?] Address Line 2 [?]

City [?] State [?] Country [?] ZIP Code/Postal Code [?]

 select a value... select a value...

PROVIDER AGENT CONTACT INFORMATION

Title [?] Agent Contact Last Name [?] Agent Contact First Name [?] Agent Contact Middle Name [?]

Telephone Number [?] Telephone Number Extension [?] Fax Number [?] Email Address [?]

FEDERAL AGENCY INFORMATION

Federal Program Agency Name [?] Federal Program Agency Identifier [?] Federal Agency Location Code [?]

RETAIL PHARMACY INFORMATION

Pharmacy Name [?] Chain Number [?] Parent Organization ID [?] Payment Center ID [?]

NCPD PProvider ID [?] Medicaid Provider Number [?]

FINANCIAL INSTITUTION INFORMATION

* Financial Institution Name [?]

Address Line 1 [?] Address Line 2 [?]

City [?] State [?] Country [?] ZIP Code/Postal Code [?]

 select a value... select a value...

Financial Institution Telephone... [?] Telephone Number Extension [?]

* Financial Institution Routing... [?] * Type of Account at Financia... [?] * Provider's Account Number with Financia... [?]

 select a value...

* Effective Date [?] * End Date [?]

9.3.3 Specialties

The Specialties page contains information about your Specialty associated with your Provider Type and your Taxonomy associated with your Specialty. Refer to Figure 9-30.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-3 for a list of fields that can be viewed or edited in the **Specialties** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, and a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-3: Specialties Fields

Specialties			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Specialties	Primary	✓	Add and Edit Only

Specialties			
Section	Section Fields	Editable?	Requires Processing?
	Specialty	✓	
	Taxonomy	✓	
	Effective Date	✓	
	End Date	Non-Primary Only Primary Always 12/31/9999	
	Status		
Additional Taxonomies	Taxonomy	✓	Add, Edit, Delete
	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-30: Specialties

☐ General Information
 ☒ Specialties
 ☐ Address
 ☐ Service Location
 ☐ Organization
 ☐ Credentials
 ☐ Other Information

☐ Disclosures
 ☐ MCO Network
 ☐ Request Tracking

[CANCEL](#)
[PREVIOUS](#)
[NEXT](#)

SERVICE LOCATION INFORMATION

NPI Base ID Name

Service Location

SPECIALTIES

Only specialties associated with your provider type will be available to be added on this screen. Only one specialty can be designated as the primary specialty. A taxonomy code may be required depending upon the selected specialty.

☐ Show Inactives [CREATE NEW](#)

Primary	Specialty	Taxonomy	Effective Date	End Date	Status
x	268 - Pharmacist	183500000X - Pharmacist	03/24/2021	12/31/9999	Active

ADDITIONAL TAXONOMIES

☐ Show Inactives [CREATE NEW](#)

Taxonomy	Effective Date	End Date	Status
There are no records found.			

9.3.3.1 Add Specialty

Since the **Specialty** selected impacts which **Taxonomies** are applicable, adding a **Specialty** has extra features.

Complete steps in Section 9.3.1.2 - **Add Table Information** to add a new **Specialty** with these adjustments:

1. Start typing keywords or the specialty number for the **Specialty** that you wish to add and click the **Specialty** in the drop-down list. Refer to Figure 9-31.

Figure 9-31: Add Specialty

The screenshot shows a web form titled "Add Specialty". At the top, there's a "Specialty" field with a blue asterisk icon, indicating it's a required field. A dropdown menu is open, showing "268 - Pharmacist" as the selected option. Below the dropdown, it says "1 match found." and displays a date "12/31/9999" and a "Primary" checkbox. Below this is an "Attachments" section with a "CREATE NEW" button. At the bottom of the form are three buttons: "RESET", "CANCEL", and "SAVE".

2. Click the drop-down list field and select the Taxonomy. Once the Specialty is selected, the Taxonomy field appears. If only one **Taxonomy** is associated with that **Specialty**, the **Taxonomy** is automatically populated. Refer to Figure 9-32.

Figure 9-32: Add Taxonomy

The screenshot shows a web form titled "Add Specialty". At the top, there is a "Specialty" field with the value "268 - Pharmacist". Below it, the "Taxonomy" field is highlighted with a red rectangle. The "Taxonomy" dropdown menu is open, showing a list of medical specialties: "1835P2201X - Ambulatory Care", "1835C0205X - Critical Care", "1835G0303X - Geriatric", "1835N0905X - Nuclear", "1835N1003X - Nutrition Support", "1835X0200X - Oncology", and "1835P0200X - Pediatrics". A mouse cursor is pointing at "1835G0303X - Geriatric". Below the dropdown, there is a "CREATE NEW" button. At the bottom of the form, there are "RESET", "CANCEL", and "SAVE" buttons.

Note: If you are adding a **Primary Specialty** and this **Taxonomy** is already listed in the **Additional Taxonomies** section of the **Specialties** window, this change will NOT save.



To add an existing **Taxonomy** to the **Primary Specialty**, end date it in the **Additional Taxonomies** section before adding the **Primary Specialty**. Refer to Section 9.3.1.3 - View/Edit/Inactivate Table Information to end date the **Taxonomy**.

- Complete steps in Section 9.3.1.4 - Add Attachments to add **Attachments**.



Note: There is not a specific attachment type required. Select the best match to document your license, certification, etc., for your new specialty.



Verify that your change was successfully submitted in the Request Tracking module. Note: If you click Save before adding an attachment, you will receive an error message. If you add an attachment and click Save, the error message still displays, but the request is processed.

- Click **SAVE**. The request is sent for processing.

- Once processing is complete, and your request is approved, the **Specialty** displays in the **Specialties** section of the **Specialties** module. Refer to Figure 9-33.

Figure 9-33: Added Specialty

SPECIALTIES					
Only specialties associated with your provider type will be available to be added on this screen. Only one specialty can be designated as the primary specialty. A taxonomy code may be required depending upon the selected specialty.					
				<input type="checkbox"/> Show Inactives	CREATE NEW
Primary	Specialty	Taxonomy	Effective Date	End Date	Status
x	268 - Pharmacist	183500000X - Pharmacist	03/24/2021	12/31/9999	Active

9.3.3.2 Change Primary Specialty

Depending on your Provider Type, you may have multiple specialties with overlapping active dates, but exactly one **Specialty** must be designated as **Primary**, and that Primary Specialty always has an **End Date** of 12/31/9999. The Primary Specialty is used by Virginia Medicaid for outreach communications and to drive business rule integrations such as those used in claims processing.

To change which **Specialty** is **Primary**, follow these steps:

- Complete steps in Section 9.3.1.2 – **Add Table Information** to add a new **Specialty** and select the **Primary** check box.
- Adding or changing your primary specialty requires processing. Refer to Section 9.3.1.5 – **Track Changes** to track the progress of your request.
- Once approved, the “old” **Specialty** retains the **End Date** of 12/31/9999. If this date is inaccurate, complete steps in Section 9.3.1.3 – **View/Edit/Inactivate Table Information** to open the **Specialties** fields for editing the “old” primary specialty.
 - Update the **End Date** of the “old” primary specialty. It must be greater than or equal to the current date.
 - Add **Attachments**, as needed.
 - Click **SAVE** to update the **End Date**.



*Note: If a **Specialty** no longer applies, you must add a new **Specialty** as **Primary** and set the **End Date** of the “old” **Specialty** to finish, which will change the **Status** to **Inactive**.*

- If the **Taxonomy** associated with the “old” Primary Specialty is still applicable, complete steps in Section 9.3.1.2 – **Add Table Information** to add the **Taxonomy** in the **Additional Taxonomies** section.



*Note: The **Taxonomy** associated with your “old” primary specialty DOES NOT automatically get added to the **Additional Taxonomies** section.*

9.3.4 Addresses

The Addresses page contains information about the Service Location, Pay To, Mail To, Remit To, and IRS Address addresses used to support provider services. Refer to Figure 9-34.



Note: The Addresses page does not display providers enrolled as Individuals within a Group (IG). The associated Group Service Location address information is found on the Affiliations page.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-4 for a list of fields that can be viewed or edited in the **Addresses** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark, and a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-4: Addresses Fields

Addresses			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Location Name and Addresses	Name	✓	
	Primary	✓	
Addresses <i>*Only the Service Location selected on the Welcome page may be edited.</i>	Address Type	✓	Service Location Only Edit, Delete
	Address Name	✓	
	Address Line 1	✓	
	City	✓	
	State	✓	
	Zip Code	✓	
	Effective Date	✓	
	End Date	<ul style="list-style-type: none"> • Service Location and Mail To require additional steps. • Other Addresses may be edited. 	
	Status		
Office Hours	Day	✓	
	From Hour	✓	
	To Hour	✓	
	Status		

Figure 9-34: Addresses

General Information

Specialties

Addresses

Service Location

Organization

Credentials

Other Information

Disclosures

MCO Network

Request Tracking

CANCEL

PREVIOUS

NEXT

SERVICE LOCATION INFORMATION

NPI

Base ID

Name

Service Location

LOCATION NAME AND ADDRESSES

Name

Primary

Primary

RESET

SAVE

ADDRESSES

Show Inactives

CREATE NEW

Address Type	Address Name	Address Line 1	City	State	ZIP Code	Effective Date	End Date	Status
Service Location	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active
Mail To	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active
Pay To	Primary		RICHMOND	Virginia	23230-1735	03/25/2021	12/31/9999	Active

OFFICE HOURS

Show Inactives

CREATE NEW

Day	From Hour	To Hour	Status
There are no records found.			

9.3.4.1 Change Service Location Address

Service Location addresses can neither be Inactivated nor End Dated. Edit the existing **Service Location** address record.

- Complete the steps in Section **9.3.1.3 – View/Edit/Inactivate Table Information** to edit the **Service Location** address record.
- Editing a **Service Location** address requires processing. Refer to Section **9.3.1.5 – Track Changes** to track the progress of your request. Once approved, the updated Service Location address information REPLACES the “old” information, and you have no further steps to complete.

9.3.4.2 Change Mail To Address

Mail To addresses can neither be Inactivated nor End Dated. To change it, create a new **Mail To** address.

- Complete steps in Section **9.3.1.2 – Add Table Information** to add a new address and select **Mail To** in the **Address Type** drop-down list.
- Adding a **Mail To** address requires processing. Refer to Section **9.3.1.5 – Track Changes** to track the progress of your request. Once approved, the **Effective Date** of the “new” Mail To address and **End Date** of the “old” Mail To address is updated.



*Note: Mail will not be sent to the “new” address until AFTER the request is approved. After approval, the “old” **Mail To** address will have an **End Date** of the day before the “new” **Mail To** address **Effective Date**.*

9.3.5 Service Location



Note: The Service Location page does not display for Facilities, Groups, and Atypical providers. The information is found on the Addresses page.

The Service Location page contains information such as whether new patients are accepted, age restrictions, etc. Refer to Figure 9-35.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-5 for a list of fields that can be viewed or edited in the **Service Location** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-5: Service Location Fields

Service Location			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Service Address Information	Accepting New Patients with special needs	✓	
	Opt-out of Provider Directory	✓	
	Accepting New Patients <ul style="list-style-type: none"> Type of Patients Accepted Preferred Patient Gender 	✓	
	Age Restrictions <ul style="list-style-type: none"> Minimum Age Maximum Age 	✓	
	PCP	✓	

Figure 9-35: Service Location

☐ General Information
☐ Specialties
☐ Addresses
☒ Service Location
☐ Organization
☐ Credentials
☐ Other Information

☐ Disclosures
☐ MCO Network
☐ Request Tracking

CANCEL

PREVIOUS

NEXT

SERVICE LOCATION INFORMATION

NPI

Base ID

Name

Service Location

SERVICE ADDRESS INFORMATION

☐ Accepting New Patients with special needs?
☐ Opt out of Provider Directory?

☒ Accepting New Patients

Type of Patients Accepted

Accepting new patients

☐ Age Restrictions

Minimum Age

Maximum Age

☒ Preferred Patient Gender

No Restrictions

PCP

☐ Yes
☒ No

RESET

SAVE



Note: The Primary Care Provider (PCP) indicator does NOT affect Virginia Medicaid; if the indicator is changed from **No** to **Yes**, an **Attachments** section appears; however, attachments are NOT required for PCP changes. Skip the **Attachments** section and click **SAVE**.

9.3.6 Organization

The Organization page contains information such as the organization type, business start date, tax classification, etc. Refer to Figure 9-36.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-6 for a list of fields that can be viewed or edited in the **Organization** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-6: Organization Fields

Organization			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Organization	Organizational Type	✓	
	Associated Tax Classification for Limited Liability Company	✓	
	Other Organization Questions <ul style="list-style-type: none">Registered with Secretary of the StateIncorporatedChain AffiliatedOperated by Management CompanyDomestic Owned CorporationForeign-Owned Corporation	✓	



Note: If the **Registered with Secretary of State** check box is selected, the **Business Start Date** field appears and is required. If the **Incorporated** check box is selected, the **Incorporated As of Date** field appears and is required.

Figure 9-36: Organization

General Information | Specialty | Address | Service Location | **Organization** | Credentials | Other Information

Disclosure | MCO Network | Request Tracking

CANCEL PREVIOUS NEXT

SERVICE LOCATION INFORMATION

NPI Base ID Name

Service Location

ORGANIZATION

If your business is chain affiliated, the information about the company or organization must be included in the disclosure information.
If your business is operated by management company or leased (in whole or in part) by another organization, information about the management company or organization must be included in the disclosure information.

Organization Type
Corporation

If Organization type selected is Limited Liability Company, select tax classification.
Associated Tax Classification for Limited Liability Company
Corporation

Entities doing business in the State, except for informal associations such as sole proprietorships or general partnerships, must be registered with the Secretary of State. For more information on the registration process, please go to the Secretary of State website at <https://www.sos.ga.gov/>

☐ Registered with Secretary Of State

☐ Incorporated

☐ Chain Affiliated

☐ Operated by Management Company

☐ Domestic Owned Corporation

☐ Foreign Owned Corporation

RESET SAVE

9.3.7 Affiliation

The Affiliation page contains a list of all the affiliations between Individual within a Group (IG) and Group Providers and between Ordering, Referring, Prescribing Physicians (ORP), and Facility Providers. Group providers who act as Authorized Administrators on behalf of IG providers will have an additional section to distinguish IGs that have granted the Group authorized administrator privileges and all associated IGs with the Group. Refer to Figure 9-37 to Figure 9-39.

- IG Providers search and view Group Providers.
- Group Providers search and view IG Providers.
- ORP Providers search and view Facility Providers.
- Facility Providers search and view ORP Providers.



Note: The **Affiliation** page does NOT display for Atypical Providers or Providers only enrolled as Individuals. Group and Facility Providers find their own Service Location information on the **Addresses** page.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-7 for a list of fields that can be viewed or edited in the **Affiliation** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** The column includes a checkmark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-7: Affiliation Fields

Organization			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Affiliated Providers – Affiliations (Group and Facility)	NPI	Search with magnifying glass icon to identify existing provider information.	Only Individual within a Group or Group Providers adding or updating affiliations
	Last Name		
	First Name		
	Middle Name		
	Service Location ID		
	Effective Date	✓	
	End Date	✓	
Affiliated Providers (Individual within a Group)	Status		
	Authorized Administrator	Search with magnifying glass icon to identify existing provider information.	
	Provider Name		

Figure 9-37: Affiliation - Group and Facility

1 General Information **2** Specialties **3** Address **4** Organization **5** Affiliation **6** Credentials **7** Other Information **8** Discontinue

9 MD Network **10** Request Tracking

CANCEL PREVIOUS NEXT

SERVICE LOCATION INFORMATION

NPI: Base ID: Name:

Service Location:

AFFILIATED PROVIDERS

AUTHORIZED ADMINISTRATOR FOR

Service Location ID	First Name	Last Name	Affiliation is in Effect
No Authorized Administrator rights are found			

10 items per page No items to display

Figure 9-38: Affiliation – Authorized Administrator

1 General Information

2 Specialties

3 Addresses

4 Organization

5 Affiliation

6 Credentials

7 Other Information

8 Disclosures

9 MCO Network

10 Request Tracking

CANCEL

PREVIOUS

NEXT

SERVICE LOCATION INFORMATION

Service Location

AFFILIATED PROVIDERS

AUTHORIZED ADMINISTRATOR FOR

Service Location ID	First Name	Last Name	Affiliation is in Effect
30029014960001	ALLAN	SKLAR	Yes

10

Items per page

1-1 of 1 items

AFFILIATIONS

☐ Show Inactives
 [CREATE NEW](#)

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
10030001...	ENKESHAFI	ARDALAN		30028368370001	11/22/2021	12/31/9999	Active
10735848...	SKLAR	ALLAN	H	30029014960001	07/01/2006	12/31/9999	Active

10

Items per page

1-2 of 2 items

Figure 9-39: Affiliation - Individual within a Group

☐ General Information
 ☐ Specialties
 ☐ Addressess
 ☐ Organization
 ☒ Affiliation
 ☐ Credentials
 ☐ Other Information

☐ Disclosures
 ☐ MCO Network
 ☐ Request Tracking

CANCEL
PREVIOUS
NEXT

SERVICE LOCATION INFORMATION

NPI Base ID Name

Service Location

AFFILIATED PROVIDERS

Authorized Administrator Provider Name

AFFILIATIONS

☐ Show Inactives

NPI	Business Name	Service Location ID	Effective Date	End Date
2532062041	Casco Healthcare	30000622570002	11/01/2019	12/31/9999
1274565930	Test123	30000197860002	09/10/2019	05/11/2027
5889185919	AIMS Hospital	30000200280001	01/01/2021	



Note: ORP Providers have a similar page to IG Providers, except they do NOT have an Authorized Administrator section.

9.3.7.1 View Affiliate Service Locations

The Service Location Address for affiliated Providers is accessible from the **Affiliations** section. For Group and Facility Providers, the Service Location IDs for associated providers display in the table. Refer to Figure 9-40.

Figure 9-40: Group View Affiliate Service Locations

AFFILIATIONS							
<input type="checkbox"/> Show Inactives CREATE NEW							
NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
1003000...	ENKESHAFI	ARDALAN		300283683700...	11/22/2021	12/31/9999	Active
1073584...	SKLAR	ALLAN	H	300290149600...	07/01/2006	12/31/9999	Active

For Individual with a Group and ORP Providers, click the caret icon at the beginning of the Provider record to view the Service Location Address. Refer to Figure 9-41.

Figure 9-41: IG View Affiliate Service Locations

AFFILIATIONS

☐ Show Inactives [CREATE NEW](#)

NPI	Business Name	Service Location Id	Effective Date	End Date	Status
1770688145	PHYSICIANS CARE OF VIRGINIA, PC	30027813950001	10/01/2018	12/31/9999	Active

Service Location Address

Address Line 1	City	State	ZIP Code
2602 FRANKLIN RD SW	ROANOKE	Virginia	24014-1010

1770688145 PHYSICIANS CARE OF VIRGINIA, PC 30027813950001 10/01/2018 12/31/9999 Active

10 Items per page 1-3 of 3 Items

9.3.7.2 Add Affiliated Provider

Providers and provider delegates may add affiliations. Authorized Administrators may not edit affiliations for Individual within a Group providers.

1. Click **CREATE NEW** in the **Affiliations** section.
2. The **Add Affiliate Provider** window appears. Complete the Affiliate Provider information by entering either the **Service Location ID** or **NPI**.
3. Click the magnifying glass icon to search for an affiliated provider. Refer to Figure 9-42

Figure 9-42: Add Affiliate Provider

Add Affiliated Provider

Required Fields (*)

Service Location ID NPI 1003000126

Last Name First Name Middle Name

Full Address

Effective Date End Date 12/31/9999

RESET CANCEL SAVE



Note: To search by name, leave all fields blank and click the magnifying glass icon. Additional search criteria must be entered. Refer to Figure 9-43.

Figure 9-43: Affiliate Provider Search by Name

Add Affiliated Provider

Search Criteria

Search By

select a value...

select a value...

NPI

Service Location ID

Individual Name

Business Name

Specialty

select a value...

Address City State Zip Code

select a value...

RESET CANCEL SEARCH

4. *Optional:* If more than one provider matched your criteria, click the **Service Location ID** hyperlink to select the provider. Clicking other details does NOT select the Provider. Refer to Figure 9-44.

Figure 9-44: Add Affiliate Provider Search

Add Affiliated Provider

Search Criteria

Search By

select a value...

Additional Search Criteria

RESET

CANCEL

SEARCH

Search Results

NPI	Base ID	Service Loc	Provider Ty	Specialty	Provider Na	Address	City	State	Zip Code
1003000126	3002836837	30028368370001	020	060	ENKESH AFI, ARDALA N	7700 E PARHAM RD	RICHMOND	Virginia	23294-4301
1003000126	3002836837	30028368370001	020	060	ENKESH AFI, ARDALA N	1602 SKIPWIT H RD	RICHMOND	Virginia	23229-5205
1003000	3002836	30028368	020	060	ENKESH	4604	FREDERICK	Virginia	22408-

1

2

3

10

Items per page

1-10 of 25 items

- The Provider's details populate in the **Add Affiliated Provider** window. Enter the **Effective Date** and click **SAVE**. Refer to Figure 9-45.

Figure 9-45: Add Affiliate Provider Save

Add Affiliated Provider

Info Affiliated provider record selected

Required Fields (*)

* Service Location ID: 30028368370001

NPI: 1003000126

Last Name: ENKESHAFI

First Name: ARDALAN

Middle Name:

Full Address: 7700 E PARHAM RD, RICHMOND, Virginia, 23294-4301

* Effective Date: 11/22/2021

* End Date: 12/31/9999

RESET CANCEL SAVE

9.3.7.3 Inactivate Affiliated Provider

Providers and provider delegates may inactivate affiliations. Authorized Administrators may not edit affiliations for Individual within a Group providers.

Associations are per provider, and per Service Location, so if a provider is associated with multiple Service Locations, the relationship will need to be inactivated for each one.

- To remove an association for the current Service Location, click the record in the table for the provider. Refer to Figure 9-46.

Figure 9-46: View Affiliations

AFFILIATIONS

☐ Show Inactives CREATE NEW

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
	CURRIE	JENNIFER			03/08/2022	12/31/9999	Active
	ENKESHAFI	ARDALAN			11/22/2021	12/31/9999	Active
	SKLAR	ALLAN	H		07/01/2006	12/31/9999	Active

10 items per page 1-3 of 3 items

- The associated provider's details are displayed. Click **EDIT**. Refer to Figure 9-47.

Figure 9-47: Edit Affiliation

View Affiliated Individual Provider

Service Location ID: 30028307180001 NPI: 1003015678

Last Name: CURRIE First Name: JENNIFER

Effective Date: 03/08/2022 End Date: 12/31/9999

EDIT **CLOSE**

3. Click **INACTIVATE**. Refer to Figure 9-48.

Figure 9-48: Inactivate Affiliation

Edit Affiliated Provider

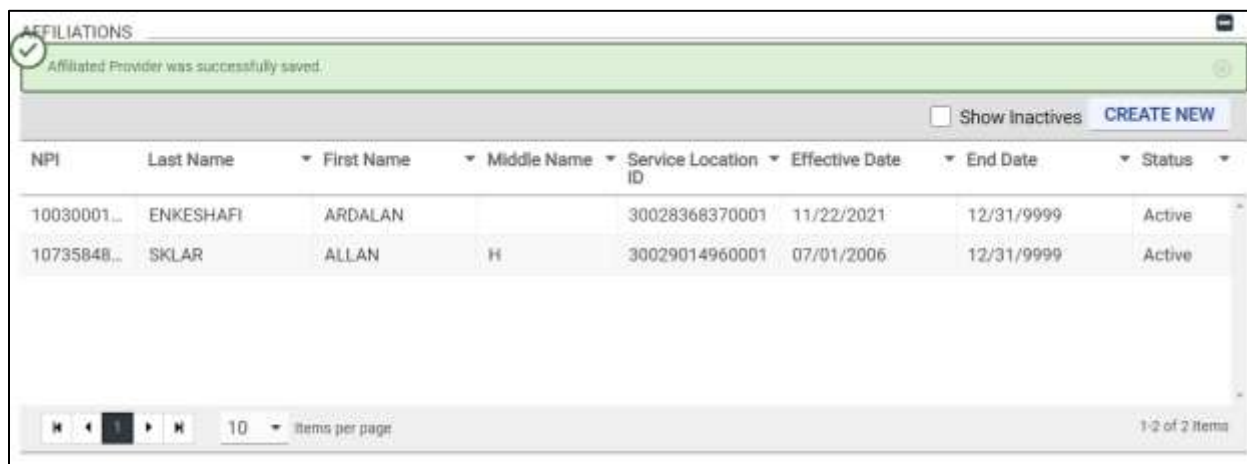
Service Location ID: 3002830718000 NPI: 1003015678 Effective Date: 03/08/2022 End Date: 12/31/9999

Last Name: CURRIE First Name: JENNIFER

RESET **INACTIVATE** **CANCEL** **SAVE**

4. The association is inactivated and no longer displays on the list. Refer to Figure 9-49.

Figure 9-49: Save Affiliation Change



AFFILIATIONS

Affiliated Provider was successfully saved.

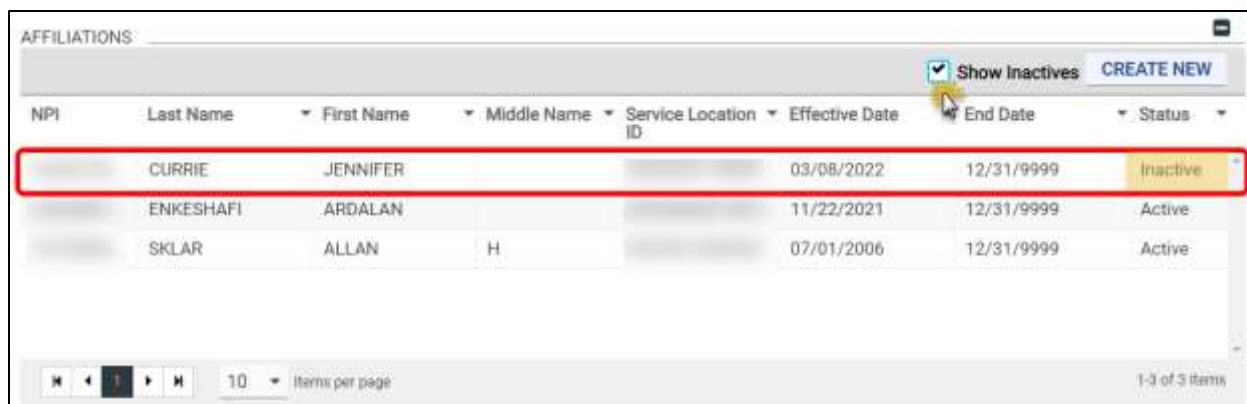
☐ Show Inactives [CREATE NEW](#)

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
10030001...	ENKESHAFI	ARDALAN		30028368370001	11/22/2021	12/31/9999	Active
10735848...	SKLAR	ALLAN	H	30029014960001	07/01/2006	12/31/9999	Active

10 Items per page 1-2 of 2 items

5. *Optional:* To view inactivated associations, select the Show Inactives checkbox. Refer to Figure 9-50.

Figure 9-50: View Inactive Affiliation



AFFILIATIONS

☒ Show Inactives [CREATE NEW](#)

NPI	Last Name	First Name	Middle Name	Service Location ID	Effective Date	End Date	Status
	CURRIE	JENNIFER			03/08/2022	12/31/9999	Inactive
	ENKESHAFI	ARDALAN			11/22/2021	12/31/9999	Active
	SKLAR	ALLAN	H		07/01/2006	12/31/9999	Active

10 Items per page 1-3 of 3 items

9.3.7.4 Manage Authorized Administrator

For IG Providers only, the Affiliation section is where you can view and assign your Authorized Administrator. An Authorized Administrator is a group that can access all Provider Portal features on behalf of the Provider, except for managing which group is the Authorized Administrator. Only one Authorized Administrator may be assigned, but the Authorized Administrator may assign Delegates.

- If you selected your Authorized Administrator during enrollment, the group displays in this section. The Authorized Administrator already has access, and no further action is needed.
- If you completed a combined Individual and IG enrollment, you did not have an option to add an Authorized Administrator during enrollment. You need to add an Authorized Administrator for your IG Service Location(s) to grant access.

Complete these steps to manage your Authorized Administrator:

1. Click the magnifying glass icon to search for your Authorized Administrator. Refer to Figure 9-51.

Figure 9-51: Manage Authorized Administrator

2. The **Search Affiliated Provider** window displays. Click the Service Location for the already affiliated Group Provider you would like to assign as your Authorized Administrator. Refer to Figure 9-52.

Figure 9-52: Search Affiliated Provider

Service Location ID	NPI	Provider Name	Effective Date	End Date
30027604000002	1992887665	ALLAN H. SKLAR, MD, PC	07/01/2006	12/31/9999
30027813950001	1770688145	PHYSICIANS CARE OF VIRGINIA, PC	10/01/2018	12/31/9999
30027813950012	1770688145	PHYSICIANS CARE OF VIRGINIA, PC	10/01/2018	12/31/9999



*Note: If you do not see the Group Provider that you want to assign, follow the steps in Section 9.3.7.1 – **View Affiliate Service** Locations.*

*The Service Location Address for affiliated Providers is accessible from the **Affiliations** section.*

3. The Provider's Name field populates. Click Save. Refer to Figure 9-53.

Figure 9-53: Save Authorized Administrator

9.3.8 Credentials

The Credentials page displays information for License, Medicare Number, Drug Enforcement Administration (DEA) Number, Council for Affordable Quality Healthcare (CAQH) Number, and NPI details of the Provider. Refer to Figure 9-54 through Figure 9-58.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.



*Note: To modify credentials, edit the **End Date** of the current record, allow the change to be processed, then add the new credential.*

*Only use **INACTIVATE** if the credentials were entered incorrectly.*

Refer to Table 9-8 for a list of fields that can be viewed or edited in the **Credentials** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** Column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-8: Credentials Fields

Credentials			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Credentials - Licenses	License Number	✓	Add, Edit, Delete
	Issuing State	✓	
	Issuing Board	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials – Medicare Number	Medicare Crossover	✓	
	Medicare Number	Add and Inactivate Only	
	Medicare/DMERC Code	Add and Inactivate Only	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials – DEA Numbers	DEA Number	✓	Add and Edit Only
	Effective Date	✓	
	End Date	✓	

Credentials			
Section	Section Fields	Editable?	Requires Processing?
	Status		
Credentials – CAQH Numbers	CAQH Number	Add and Inactivate Only	
	Effective Date	✓	
	End Date	✓	
	Status		
Credentials - NPI	NPI	✓	Add and Edit Only
	Primary	✓	
	Effective Date	✓	
	End Date	Non-Primary Only Primary Always 12/31/9999	
	Status		

Note: Adding, editing, or inactivating an **NPI** follows the same steps as other credentials but has a few effective and end dates adjustments.

- The **Effective Date** cannot be in the future.
- When a “new” primary **NPI** is added or modified:
 - The “new” primary **NPI** has an **End Date** of 12/31/9999.
 - The “old” primary **NPI** record (if one exists) remains in the table, but the **Primary** indicator changes to **No**.
 - The “old” primary **NPI** (if one exists) has an **End Date** one day before the “new” primary **NPI**’s **Effective Date**.
- A primary **NPI** can only be inactivated if another **NPI** is listed in the table. The remaining **NPI**’s **Primary** indicator changes to **Yes**, and its **End Date** changes to 12/31/9999.



Figure 9-54: Credentials - Licenses

Figure 9-55: Credentials - Medicare Number

CREDENTIALS

[Licenses](#)
[Medicare Number](#)
[CAQH Numbers](#)
[NPI](#)

☐ Show Inactives
 [+ CREATE NEW](#)

Medicare Crossover	Medicare Number	Medicare/DMERC Code	Effective Date	End Date	Status
There are no records found.					

Figure 9-56: Credentials - DEA Numbers

CREDENTIALS

[Licenses](#)
[DEA Numbers](#)
[NPI](#)

☐ Show Inactives
 [+ CREATE NEW](#)

DEA Number	Effective Date	End Date	Status
There are no records found.			

Figure 9-57: Credentials - CAQH Numbers

CREDENTIALS

[Licenses](#)
[CAQH Numbers](#)
[NPI](#)

☐ Show Inactives
 [+ CREATE NEW](#)

CAQH Number	Effective Date	End Date	Status
987654321	1/01/2020	9/30/2020	Active

Figure 9-58: Credentials - NPI

CREDENTIALS

[Medicare Number](#)
[NPI](#)

☐ Show Inactives
 [+ CREATE NEW](#)

NPI	Primary	Effective Date	End Date	Status
1234567890	Yes	07/14/2021	12/31/9999	Active

9.3.9 Provider Type

The Provider Type page displays information such as:

- Clinical Laboratories Improvement Act (CLIA) information if you bill for laboratory services.
- Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Surety Bond and Accreditation information, if you are a Durable Medical Equipment (DME) supplier.
- Hospital Bed information if the provider is a Hospital or Custodial Care facility.

Refer to Figure 9-59 through Figure 9-62.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-9 for a list of fields that can be viewed or edited in the **Provider Type** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-9: Provider Type Fields

Provider Type			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
Provider Type Information - CLIA	CLIA Number	✓	Add and Edit Only
	Certification Type	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Provider Type Information – DMESPOS Surety Bonds	Surety Bond Number	✓	
	Surety Bond Type	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Provider Type Information – DMEPOS Accreditation	Accrediting Organization	✓	
	Effective Date	✓	
	End Date	✓	
	Status		
Provider Type Information –	Hospital Bed Type	✓	
	Number of Beds	✓	

Provider Type			
Section	Section Fields	Editable?	Requires Processing?
Hospital Bed Information	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-59: Provider Type - CLIA

Provider Type - CLIA

Navigation: 1 General Information, 2 Location, 3 Address, 4 Organization, 5 Affiliation, 6 Identifiers, 7 **Provider Type**, 8 Other Information, 9 Disclosure, 10 WCD Network, 11 Request Tracking

SERVICE LOCATION INFORMATION

NPI: 1000918210 | Data ID: 3002767654 | Name: MUNSTER MEDICAL RESEARCH FOUNDATION INC

Service Location: 30027676540001 - MUNSTER MEDICAL RESEARCH FOUNDATION INC - 901 MACARTHUR BLVD, MUNSTER, IN 46321-2901

PROVIDER TYPE INFORMATION

CLIA | Hospital Bed Information

CLIA Number | Certification Type | Effective Date | End Date | Status

13D1114789	1 - Regular	12/17/2021	12/31/9999	Active
------------	-------------	------------	------------	--------

Buttons: CANCEL, PREVIOUS, NEXT, Show Inactives, CREATE NEW

Figure 9-60: Provider Type - DMEPOS Surety Bonds

Provider Type - DMEPOS Surety Bonds

Navigation: CLIA, **DMEPOS Surety Bonds**, DMEPOS Accreditation, Hospital Bed Information

PROVIDER TYPE INFORMATION

Surety Bond Number | Surety Bond Type | Effective Date | End Date | Status

There are no records found.

Buttons: Show Inactives, CREATE NEW

Figure 9-61: Provider Type - DMEPOS Accreditation

PROVIDER TYPE INFORMATION

CLIA DMEPOS Surety Bonds **DMEPOS Accreditation** Hospital Bed Information

☐ Show Inactives [CREATE NEW](#)

Accrediting Organization	Effective Date	End Date	Status
There are no records found.			

Figure 9-62: Provider Type - Hospital Bed Information

PROVIDER TYPE INFORMATION

CLIA DMEPOS Surety Bonds DMEPOS Accreditation **Hospital Bed Information**

☐ Show Inactives [CREATE NEW](#)

Hospital Bed Type	Number of Beds	Effective Date	End Date	Status
There are no records found.				

9.3.10 Other Information

The Other Information page displays information such as Certification details (specialty, certification type, etc.) and language details. Refer to Figure 9-63 and Figure 9-64.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-10 for a list of fields that can be viewed or edited in the **Other Information** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check mark; a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-10: Other Information Fields

Other Information			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
	Language	✓	
	Effective Date	✓	

Other Information			
Section	Section Fields	Editable?	Requires Processing?
Other Information - Languages	End Date	✓	
	Status		
Other Information - Certifications	Specialty	✓	
	Certification Type	✓	
	Other Certification		
	Certification Number	✓	
	Exempt From Accreditation	✓	
	Effective Date	✓	
	End Date	✓	
	Status		

Figure 9-63: Other Information - Languages

Figure 9-64: Other Information - Certifications



Note: If adding or changing an Exempt Certification, you may be required to enter an End Date. If you are unsure what to enter, contact a PRSS Enrollment and Management Clerk.

9.3.11 Disclosures

The Disclosures page contains information related to:

- Managing Employee Associations: enable practice owners to disclose any managing employees within their practice.
- Owner Associations: manage owner information for the Service Location ID, including ownership percentage and provider ownership.
- Subcontractor Associations: manage subcontractor information for any additional business relationships tied to a provider who owns an interest or share.

Refer to Figure 9-66.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.



*Note: Click the tab for the desired disclosure, then click **Create New** to add a new disclosure. Refer to Figure 9-65.*

Figure 9-65: Disclosures Tabs

Refer to Table 9-11 for a list of fields that can be viewed or edited in the **Disclosures** module.

- The fields are listed in the order that they appear in the disclosure.
- Fields may be hidden if they do not apply based on other selections. For example, the Social Security Number (SSN) is only displayed for individual disclosures.
- Fields that are required show a blue asterisk (*) in the disclosure.
- The **Requires Processing?** column indicates when a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-11: Disclosures Fields

Disclosures		
Disclosure	Disclosure Fields	Requires Processing?
Managing Employee Associations	<ul style="list-style-type: none"> • Relationship to Provider's Organization • Last Name • First Name • Middle Name • Suffix • SSN • Date of Birth • Fingerprinting Confirmation Number • Address Line 1 	Add and Edit Only

Disclosures		
	<ul style="list-style-type: none"> Address Line 2 City State Country Zip Code Effective Date End Date 	
Managing Employee Associations - Individual Relationship Disclosure	<ul style="list-style-type: none"> First Name Last Name Middle Name Suffix SSN Individual Relationship Type 	Add and Edit Only
Owner Associations	<ul style="list-style-type: none"> Owner Association Type (Individual/Business) Business Name EIN (Employer Identification Number) Last Name First Name Middle Name Suffix SSN Birth Date Fingerprinting Confirmation Number Address Line 1 Address Line 2 City State Country Zip Code Email Address Percentage Interest Effective Date End Date 	Add and Edit Only
Owner Associations - Individual Relationship Disclosure	<ul style="list-style-type: none"> First Name Last Name Middle Name Suffix SSN Individual Relationship Type 	Add and Edit Only
Subcontractor Associations	<ul style="list-style-type: none"> Subcontractor Association Type (Individual/Business) Business Name 	Add and Edit Only

Disclosures		
	<ul style="list-style-type: none"> • Last Name • First Name • Middle Name • Suffix • Tx ID (SSN/EIN) • Birth Date • Effective Date • End Date 	



Note: Ownership Changes – The **Percentage Interest** of all owners must add up to exactly 100% with requested changes. Adjust other current owner percentages and/or adjust the **End Date** for another owner's interest to remove ownership to ensure that the final total is 100%.



Note: Ownership Changes – Generally, attachments are not required; however, uploading documentation to support your request, such as a description of why a new owner is being added, may expedite the approval process. Note that all requested new owners will be screened before the request is accepted, so owner credential details are not needed.

Figure 9-66: Disclosures

9.3.12 MCO Network

The Managed Care Organizations (MCOs) Network page displays a list of the MCOs the Provider has contracted with. You may submit a request to contract with another MCO, including any required attachments. Refer to Figure 9-67.



Note: Only MCO contracts are viewable in this section. Fee-for-Service (FFS) contracts are not viewable.

Follow the steps in Section **9.3.1 – Manage My Information Navigation** for instructions to view, create, and update information.

Refer to Table 9-12 for a list of fields that can be viewed or edited in the **MCO Network** module.

- The fields are organized by section in the order that they appear.
- Fields may be hidden if they do not apply based on your enrollment information.
- If the **Requires Processing?** column includes a check-mark, a change request will be pending until a PRSS Enrollment and Management Clerk reviews it. Refer to Section **9.3.1.5 - Track Changes** to track changes that require processing.

Table 9-12: MCO Network Fields

MCO Network			
Section	Section Fields	Editable?	Requires Processing?
Service Location Information	NPI		
	Base ID		
	Name		
	Service Location		
MCO Contracts	MCO Name	✓	Contract changes are submitted to the MCO for processing
	Effective Date	✓	
	End Date	✓	
	Participation Status	✓	
MCO Consent	First Name		
	Last Name		
	I agree	✓	
	Consent Date		

Figure 9-67: MCO Network

MCO Name	Effective Date	End Date	Participation Status
Med 4 - Optima Health Plan	03/25/2021	12/31/9999	No
CCC Plus - HealthKeepers, Inc.	03/25/2021	12/31/9999	No



Note: All MCOs will be listed in the MCO Contracts table. Active contracts will have a Participation Status of Yes.

9.3.12.1 Create an MCO Request

To submit a request to an MCO, complete the following steps:

1. Click **CREATE NEW** from the **MCO Contracts** section.
2. The **Add Managed Care Organizations** window appears. Select the MCO(s) by clicking them and using the arrow buttons, then click **NEXT**. Refer to Figure 9-68.



Note:

- **Available MCOs** list (left) includes those with which the Provider does not currently have a contract or pending application.
- **Selected MCOs** list (right) includes those that the Provider would like to contract with. This list is initially blank.

3. Select an MCO from the **Available MCOs** list, then click > to move it to the **Selected MCOs** list.
 - a. Click >> to move all MCOs from the **Available MCOs** list to the **Selected MCOs** list.
 - b. Select an MCO from the **Selected MCOs** list, then click < to move it to the **Available MCOs** list.

- c. Click << to move all MCOs from the **Selected MCOs** list to the **Available MCOs** list.



*Note: Press the **CTRL** key and click multiple MCOs to select more than one to move with > or <.*

Figure 9-68: Select MCO

4. If disclosure(s) are required, they display in the **Disclosure Forms** section. Click **CREATE SELF DISCLOSURE** to open the disclosure in a new window. Refer to Figure 9-69.

Figure 9-69: MCO Disclosure Forms

Add Managed Care Organizations

General Information

Provider Type: Physician Specialty: Internal Medicine

Disclosure Forms

Answer all questions. If you do not believe that a question is applicable, select a response of "No". If you respond "Yes" to any question, please provide the additional information that may be requested.

CREATE SELF DISCLOSURE Self Disclosure Status: Self Disclosure has not been completed.

5. Complete the disclosure and click **SAVE** at the bottom of the form. Refer to Figure 9-70. Repeat for any additional disclosures.

Figure 9-70: MCO New Provider Self Disclosure

New Provider Self Disclosure

Providers are required to answer all questions on this form. For responses of "Yes", additional details are required in the space provided below each question. For questions that may not be applicable, select a response of "No".

Title: _____ Last Name: PLastname First Name: PAuto Middle Name: CMiddle Suffix: _____

SSN: 555-55-5555 Date of Birth: 09/14/1985

LICENSURE

* Has any action ever been taken against your license or certification, by any state or certification board in the past 10 years? ☒ Yes ☐ No

CANCEL SAVE

6. Add **Attachments** by following the steps in Section 9.3.1.4 - **Add Attachments**. Refer to Figure 9-71. Repeat adding attachments until all **Requirements Met** indicate **Yes** and optional attachments have been added.
 - a. Based on the Provider Type and Specialties for the Provider initiating a contract request, different sets of required attachments will be listed in this table.
 - b. The first column indicates which attachments are required.

- c. The second column indicates whether files have been loaded to meet the requirements. As attachments are loaded, the column indicator changes to Yes.
- d. Optional, additional supporting documentation may be attached.

Figure 9-71: Required Attachments

Add Managed Care Organizations

Below is the list of required attachments based on your Provider Type and/or Specialties. You must submit all of the required documentation to continue with the MCO Enrollment.

If you do not include your attachments electronically, your application will not be processed until all attachments are received by the health plan.

Required Attachment Type	Requirement Met
Curriculum Vitae	Yes
DEA	No
Federal W-9 Form	No
Liability Insurance Declaration Page	No
License and Certification	No
Medical Board Certification	No

Attachments

[CREATE NEW](#)

Transmission Method	Attachment Type	Upload File
Electronic Only	Curriculum Vitae	Sample Attachment.pdf

7. In the **MCO Consent** section of the window, agree to the terms and conditions for each MCO that was selected in the previous window.
 - a. Select the **I agree** checkbox.
 - b. The **First Name**, **Last Name**, and **Consent Date** fields auto-populate.
 - c. Click **SUBMIT**. Refer to Figure 9-72.



*Note: Clicking **PREV** in the lower-left returns you to the previous window and allows you to change the selected MCOs; however, you will need to restart the **Disclosure** and **Attachment** steps. The attachments will still be added, but the **Requirements Met** reset to **No**, meaning you need to reload any required attachments.*

Figure 9-72: MCO Consent

Add Managed Care Organizations

Below is the list of required attachments based on your Provider Type and/or Specialties. You must submit all of the required documentation to continue with the MCO Enrollment.

If you do not include your attachments electronically, your application will not be processed until all attachments are received by the health plan.

Required Attachment Type	Requirement Met
Curriculum Vitae	Yes
DEA	Yes
Federal W-9 Form	Yes
Liability Insurance Declaration Page	Yes
License and Certification	Yes
Medical Board Certification	Yes

Attachments

CREATE NEW

Transmission Method	Attachment Type	Upload File
Electronic Only	Curriculum Vitae	Sample Attachment.pdf
Electronic Only	DEA	Sample Attachment.pdf
Electronic Only	Federal W-9 Form	Sample Attachment.pdf
Electronic Only	Liability Insurance Declaration Page	Sample Attachment.pdf
Electronic Only	License and Certification	Sample Attachment.pdf

MCO Consent

CCC PLUS - AETNA BETTER HEALTH OF VA

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

CCC PLUS - UNITEDHEALTH CARE COMMUNITY PLAN

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

CCC PLUS - VIRGINIA PREMIER HEALTH PLAN INC

	First Name	Last Name	Consent Date
<input checked="" type="checkbox"/> I agree	Tom	Smith	04/07/2021

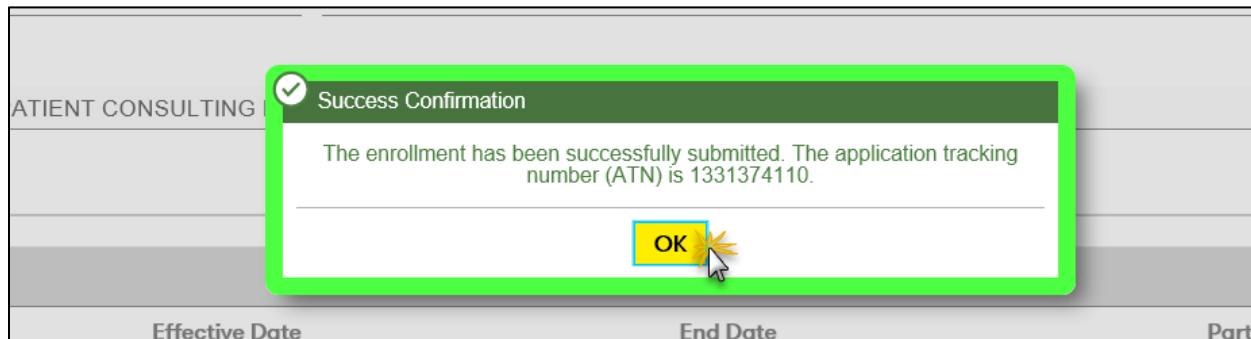
PREV

CANCEL

SUBMIT

- A confirmation message displays with a Tracking Number. Click **OK**. Refer to Figure 9-73. Your request is sent to the MCO(s) for review, and the MCO(s) will reach out to you regarding the next steps.

Figure 9-73: Confirmation Message



Note: You may need to refresh your web browser to see your request on the MCO Network page.

Note: If the MCO approves your request, the participation status of the MCO will change to yes on the MCO Network page, and the effective date will update to the date determined by the MCO.

9.3.12.2 Upload Files

When an MCO requires additional documentation, the **MCO Contracts Attachments Required** section displays on the **MCO Network** page. Complete the following steps to submit documentation to the MCOs:

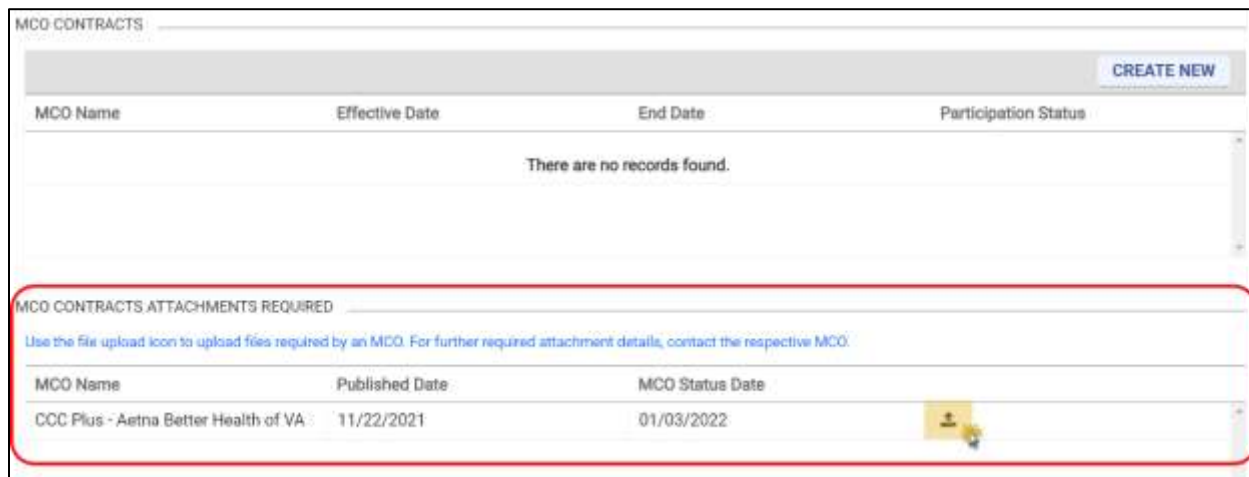
- Message displays from the at-a-glance bar. Select the **Read** check box. Refer to Figure 9-74.

Figure 9-74: Message from at a glance bar



- Click the upload files icon () in the **MCO Contracts Attachments Required** section. Refer to Figure 9-75.

Figure 9-75: Upload MCO Attachments



MCO CONTRACTS

CREATE NEW

MCO Name	Effective Date	End Date	Participation Status
There are no records found.			

MCO CONTRACTS ATTACHMENTS REQUIRED

Use the file upload icon to upload files required by an MCO. For further required attachment details, contact the respective MCO.

MCO Name	Published Date	MCO Status Date
CCC Plus - Aetna Better Health of VA	11/22/2021	01/03/2022



*Note: Once the MCO retrieves the documentation, the option to upload files no longer appears on the **MCO Network** page.*

- The **New Attachment** window appears. Complete steps in Section 9.3.1.4 - **Add Attachments** to add the attachment.
- Click **Upload Files**. Refer to Figure 9-76.

Figure 9-76: Select File



New Attachment

Required Fields (1)

Upload File

SELECT FILE

Upload.txt
10.1 KB

CANCEL UPLOAD FILES

9.4 Manage Delegates

This feature enables you to establish and maintain Delegates who can perform select functions in the Provider Portal on your behalf. This feature allows providers or organizations to give Provider Portal access to their clerical or administrative staff to support daily operations.

These are a few key points about delegates:

- A Provider may have multiple Delegates such as administrative or clerical staff who perform different tasks.
- A Delegate may be assigned to multiple Providers from various Service Locations.
- A Delegate is assigned to one or more Service Locations and may only access information related to those assigned Service Location(s).
- A Delegate is an individual with a unique email address; the delegate's email must be different than the Provider's Provider Portal email address.

There are two types of delegates:

- **Delegates** perform select functions in the Provider Portal that are assigned by the Provider(s) they represent.
- **Delegate Administrators (DAs)** can access all functions available to the Provider they represent. This includes creating and maintaining other delegates assigned to work on behalf of a user.



*Note: DAs and Authorized Administrators have similar access, but they are NOT the same. Refer to Section **A-1 - What is the difference between a delegate and an authorized administrator?** for the differences.*

1. Click **Maintenance** from the Navigation Menu to manage Delegates, then click **Manage Delegates**. Refer to Figure 9-77.

Figure 9-77: Manage Delegates



2. *Optional:* If you have more than one Service Location, click the field for a drop-down list. Select a specific **Service Location** to filter the Delegate(s) list for that location.
3. The delegates assigned to that location are displayed on the **Registered** tab. Refer to Figure 9-78.

Figure 9-78: Location Delegates

Delegates

SERVICE LOCATION INFORMATION

NPI Base ID Name

Service Location

DELEGATE INFORMATION

Use status column filters to include inactive delegates.

ADD UNREGISTERED DELEGATE ADD REGISTERED DELEGATE

Registered Pending

Name	Email Address	Relationship Code	Delegate Status	Service Location Association Status	Delegate Administrator
		74E8L1C9	Active	Active	No

EXPORT TO EXCEL EXPORT TO PDF

1 10 Items per page 1 - 1 of 1 items



Note: The **Pending** tab is not applicable for Virginia Providers.

- To view details of a Delegate, double-click a Delegate record. The **Assign Delegate** window appears with delegate details and currently assigned security functionality for Provider Portal. Refer to Figure 9-79.

Figure 9-79: View Delegate Details

Assign Delegate

First Name Last Name User ID Required Fields (*)

Delegate

Email Relationship SXRJCQL7 ☒ Active

ADD OPTIONS

☐ Assign All Service Locations / Security Functions

☐ Assign All Service Locations / Assign Selected Security Functions

☒ Select Service Locations / Security Functions

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate all security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Primary	All security functions

RESET CANCEL SAVE



*Note: The **Active** check box at the top of the window indicates whether the Delegate can work on your behalf. If the check box is not selected, the Delegate will not access your account. This check box overrides any active security functions set for specific Service Locations. Refer to Figure 9-80.*

Figure 9-80: Active Delegate Setting

First Name ? Last Name ? User ID ?

Trainee Sample

Email ? Relationship C... ?

PF30KQ8I ☒ Active

5. *Optional:* To make changes to the **Service Locations** or **Security Functions** accessible to a Delegate. Click **RESET**, then make changes and click **SAVE**.

9.4.1 Delegate Security Access

Delegate access is associated with Service Locations. There are three options when managing delegate access. Select your choice in the **ADD OPTIONS** section of **Assign Delegate**, **Add Registered Delegate**, or **Add Unregistered Delegate** window. Refer to Table 9-13.

Table 9-13: Delegate Security Access

Delegate Access	Access Description
Assign All Service Locations / Security Functions	Set a master DA for all locations with all security functions.
Assign All Service Locations / Assign Selected Security Functions	Set a delegate with the selected security functions to all locations.
Select Service Locations / Security Functions	Set a delegate to selected locations with selected security functions. Security functions may vary per location.

9.4.1.1 Assign All Service Locations/Security Functions

1. Select **Assign All Service Locations/Security Functions**.
2. The **Delegate Administrator** check box appears. Select the check box if you want the Delegate to have full access, including managing other delegates.
3. Click **SUBMIT**. Refer to Figure 9-88.
4. The Delegate is authorized to perform all security functions on behalf of the Provider for all of the Provider's Service Locations.

Figure 9-81: Assign All Service Locations/Security Functions

ADD OPTIONS

☒ Assign All Service Locations / Security Functions

Providers can specify that this is a Delegate Administrator for **all** service locations. The Delegate Administrator will automatically be given **all** security functions for **all** service locations and has the ability to add and maintain delegates for **all** service locations.

☒ Delegate Administrator ⓘ

☐ Assign All Service Locations / Assign Selected Security Functions

☐ Select Service Locations / Security Functions

CANCEL SUBMIT

9.4.1.2 Assign All Service Locations/Assign Selected Security Functions

1. Select **Assign All Service Locations/Assign Selected Security Functions**.
2. The **Available Functions** list appears. Select the **Security Function(s)** by clicking them and using the arrow buttons, click **SUBMIT**. Refer to Figure 9-82.



Note:

Available Functions list (left) includes those that the Delegate does not currently have assigned.

Selected Functions list (right) includes those that the Delegate will have assigned. When adding a Delegate, this list is initially blank. At least one security function must be added to continue.

- a. Select a security function from the **Available Functions** list, then click > to move it to the **Selected Functions** list.
- b. Click >> to move all security functions from the **Available Functions** list to the **Selected Functions** list.
- c. Select a security function from the **Selected Functions** list, then click < to move it to the **Available Functions** list.
- d. Click << to move all security functions from the **Selected Functions** list to the **Available Functions** list.



Note: Press the **CTRL** key and click multiple security functions to select more than one to move with > or <.

3. The Delegate is authorized to perform the selected security functions on behalf of the Provider for all of the Provider's Service Locations.

Figure 9-82: Assign All Service Locations/Assign Selected Security Functions



*Note: To learn more about security rights associated with a specific function, move your cursor over the function name in the **Available Functions** or **Selected Functions** list. Refer to Figure 9-83.*

Figure 9-83: Function Note

9.4.1.3 Select Service Locations/Security Functions

1. **Select Service Locations/Security Functions.**
2. Select the **Active** check box for each **Service Location** the Delegate will be assigned to. If the check box is not selected, then the Delegate will not have access to the Service Location's details.



*Note: The **Active** check box in the Delegate's information section of this window overrides any security functions set for specific Service Locations. Refer to Figure 9-84.*

Figure 9-84: Active Delegate Setting

3. Click each **Service Location** record to select the Delegate's **Security Function(s)** for that location. If the security access is missing for any Service Location, the access will not save. Refer to Figure 9-85.
 - a. If the Delegate will be assigned as a DA, select the **DA** check box for each desired **Service Location**. DAs have access to all **Security Functions**, including managing other Delegates.



*Note: If the **DA** check box is selected, the **Security Functions** section is hidden for that Service Location. Select a Service Location that does not have the **DA** check box selected to view the **Security Functions** section.*



*Note: DAs cannot manage other DAs, so the **DA** column will be hidden for them.*

- b. If the Delegate will be assigned limited access, the **Available Functions** list appears. Select the **Security Function(s)** by clicking them and using the arrow buttons, click **SUBMIT**. Refer to Figure 9-85.



Note:

- **Available Functions** list (left) includes those that the Delegate does not currently have assigned.
 - **Selected Functions** list (right) includes those that the Delegate will have assigned. When adding a Delegate, this list is initially blank. At least one security function must be added to continue.
- i. Select a security function from the **Available Functions** list, then click > to move it to the **Selected Functions** list.
 - ii. Click >> to move all security functions from the **Available Functions** list to the **Selected Functions** list.
 - iii. Select a security function from the **Selected Functions** list, then click < to move it from the to the **Available Functions** list.

- iv. Click << to move all security functions from the **Selected Functions** list to the **Available Functions** list.



*Note: Press the **CTRL** key and click multiple security functions to select more than one to move with > or <.*

4. Click **SUBMIT**.
5. The Delegate is authorized to perform the selected security functions on behalf of the Provider for the Provider's selected Service Locations.

Figure 9-85: Select Service Locations/Security Functions

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate **all** security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Primary - [redacted]	All security functions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Second location - [redacted]	

SECURITY FUNCTIONS

Select the functions that the delegate is authorized to access.
At least one function must be selected for active service locations.

Available Functions

- Authorization Determination
- Claims
- Eligibility - Verification
- Maintenance - Manage My Information
- Resources
- Maintenance - Revalidation
- Maintenance - Manage My Information - Base EFT

Selected Functions

CANCEL SUBMIT

9.4.2 Add Delegate

The process to add a Delegate varies slightly depending on whether the person is already registered on Provider Portal. Take note of these points:

- Registered Delegates already have Provider Portal credentials, while Unregistered Delegates do not.
- Registered Delegates must provide you their **Last Name** and **Relationship Code** so that your Service Location(s) and functionality are added to the Delegate's existing account. Refer to Section 9.2 - **Portal Profile Maintenance - Delegate** to locate the **Relationship Code**.
- Unregistered Delegates will need to complete registration after you add them and before accessing your account. Refer to Section 4.1 - **Provider Portal Registration**.

9.4.2.1 Add Registered Delegate

To add a Registered Delegate, complete the following steps:

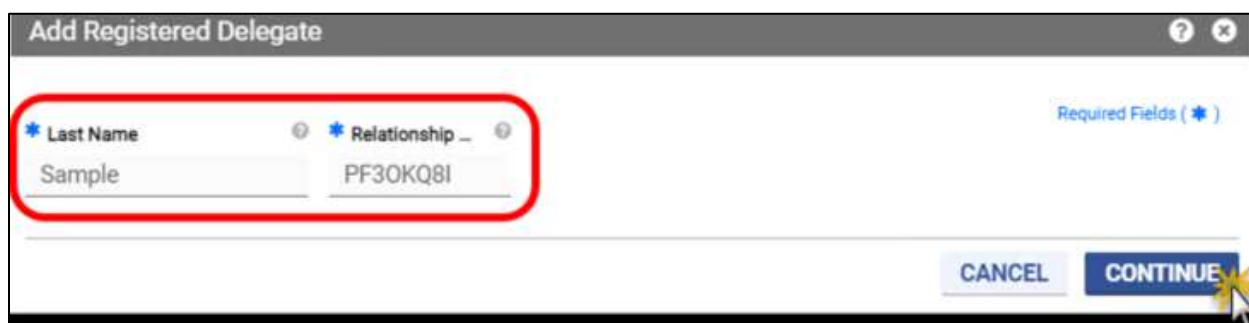
- From the **Delegates** page, click **ADD REGISTERED DELEGATE**. Refer to Figure 9-86.

Figure 9-86: Add Registered Delegate Button



- The **Add Registered Delegate** window appears. Enter the supplied Delegate **Last Name** and **Relationship Code**, then click **CONTINUE**. Refer to Figure 9-87.

Figure 9-87: Add Registered Delegate Window



- When the system validates the Last Name and Relationship Code, the Add Registered Delegate window displays the validated Delegate's information. Refer to Figure 9-88.

Figure 9-88: Add Registered Delegate Validation

The screenshot shows a web form titled "Add Registered Delegate" with a help icon and a close icon in the top right corner. The form contains the following fields and controls:

- First Name:** A text input field containing the value "Trainee".
- Last Name:** A text input field containing the value "Sample".
- User ID:** A text input field containing a blurred value.
- Email:** A text input field containing a blurred value.
- Relationship Co...:** A text input field containing the value "PF3OKQ8I".
- Active:** A checkbox that is checked, with the label "Active".

In the top right corner of the form, there is a link that says "Required Fields (*)" with a blue star icon.

4. Navigate to the **ADD OPTIONS** section and select the appropriate Service Locations and security levels. Refer to Section **9.4.1 - Delegate Security Access** for an explanation of security functions and detailed instructions.
5. When finished assigning rights, click **SUBMIT**. A confirmation message is displayed. Refer to Figure 9-84.

Figure 9-89: Add Registered Delegate Submit

Add Registered Delegate

First Name Last Name User ID Required Fields (*)

Traine Sample

Email Relationship C... ☒ Active

ADD OPTIONS

☐ Assign All Service Locations / Security Functions
☐ Assign All Service Locations / Assign Selected Security Functions
☒ Select Service Locations / Security Functions

Select 'Active' for all service locations for which this delegate should have access. It is not required to make a delegate active for any service locations at this time, however, a delegate must be made active for at least one service location with at least one security function before they will be able to log in on behalf of a provider.

Select 'DA' for all service locations for which this delegate should be a Delegate Administrator. Selecting DA for a service location automatically gives the delegate all security functions for the specified service location as well as the ability to add and maintain delegates for that service location.

Active	DA	Service Location	Security Functions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Primary -	Provider Maintenance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Second location -	All security functions

CANCEL **SUBMIT**

6. The Delegate can now access your account from **Switch Provider** in Provider Portal.

9.4.2.2 Add Unregistered Delegate

To add an Unregistered Delegate, complete the following steps:

1. From the **Delegates** page, click **ADD UNREGISTERED DELEGATE**. Refer to Figure 9-90.

Figure 9-90: Add Unregistered Delegate



2. The **Add Unregistered Delegate** window displays. Refer to Figure 9-91.
 - a. Complete the Delegate's profile information.
 - b. Select the appropriate Service Locations and security levels. Refer to Section **9.4.1 - Delegate Security Access** for an explanation of security functions and detailed instructions.
 - c. Click **SUBMIT**.
 - d. A confirmation message is displayed.

Figure 9-91: Add Unregistered Delegate Window

Add Unregistered Delegate

Required Fields (*)

Enter the required information below. A registration invitation will be sent to the email address specified, directing the new delegate to register with the Provider Portal. The delegate will be required to enter the account information to complete the registration. The new delegate account will be in Pending status until they successfully complete the registration process.

a

* Last Name * First Name * Middle Name

Sample Trainee

* Email * Birth Date * Last 4 of ...

melissa.wanstall2@dxc.com 01/01/19 1234

* Phone Nu... * Primary Language

302-555-5555 English ☒ Active

ADD OPTIONS

b

☒ Assign All Service Locations / Security Functions

Providers can specify that this is a Delegate Administrator for all service locations. The Delegate Administrator will automatically be given all security functions for all service locations and has the ability to add and maintain delegates for all service locations.

☐ Delegate Administrator

☐ Assign All Service Locations / Assign Selected Security Functions

☐ Select Service Locations / Security Functions

c

CANCEL SUBMIT

- The Delegate receives the emails to complete Provider Portal registration. The Delegate will access your account from **Switch Provider** as soon as registration is complete.

9.4.3 Activate/Inactivate Delegate

Once a delegate is added, the delegate cannot be deleted. However, security rights may be inactivated. If an inactivated delegate needs to be reinstated, reactivate the delegate's access rather than adding the delegate again.

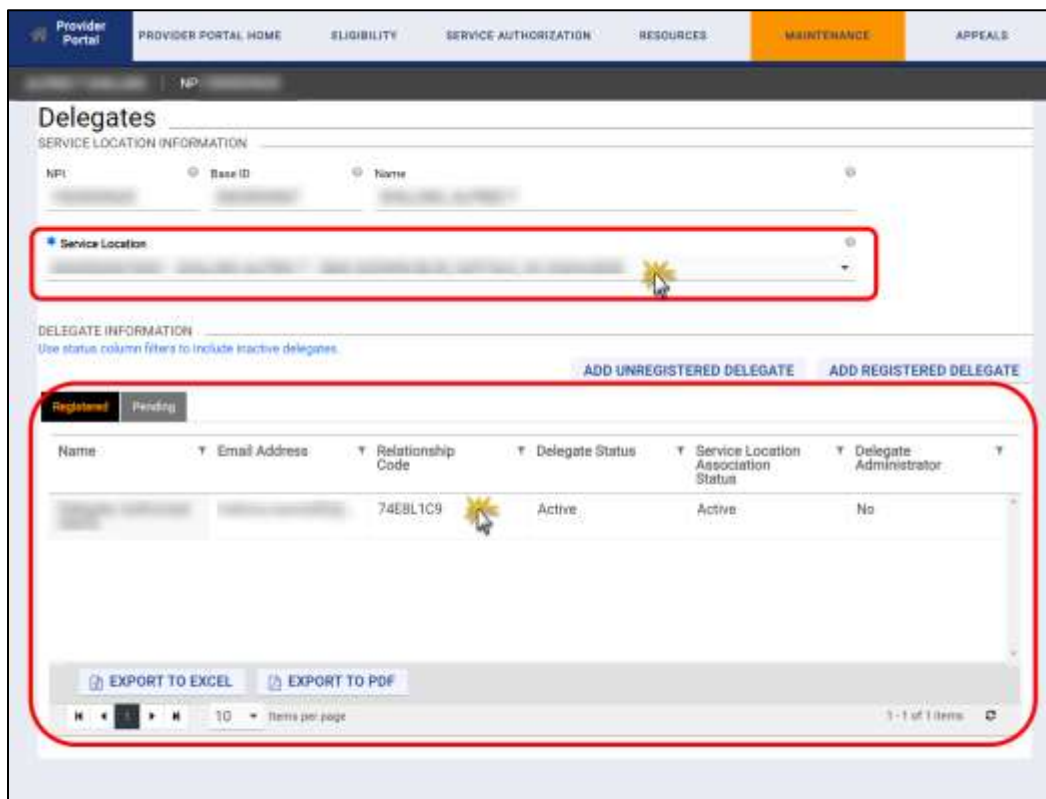
1. Click **Maintenance** from the **Navigation Menu** to manage Delegates, then click **Manage Delegates**. Refer to Figure 9-92.

Figure 9-92: Manage Delegates



2. *Optional:* If you have more than one Service Location, click the field for a drop-down list. Select a specific **Service Location** to filter the Delegate(s) list for that location.
3. The **Delegates** page displays. The delegates assigned to that location are displayed on the **Registered** tab. Double-click the delegate record that you want to activate or inactivate. Refer to Figure 9-93.

Figure 9-93: Delegates Page





Note: If you do not see the delegate, update the Delegate Status filter to include Inactivate.

4. Select or de-select the status check-boxes to change the delegate's security status for the Provider Portal. Refer to Figure 9-94.
5. The **Active** check box at the top applies to all of the provider's Service Locations. If this check box is de-selected, the delegate will no longer have access to any Service Location functionality, regardless of the individual Service Location settings.
6. The Active check-boxes in the table only apply to a specific Service Location.

Figure 9-94: Active Delegate Status

9.5 Provider Termination

Provider contracts may be terminated under various circumstances:

- Voluntarily (Not for Cause) such as if a Provider decides to close a Service Location or does not revalidate in a timely manner
- Involuntarily (For Cause), such as cases suspect to fraudulent activities.

9.5.1 Voluntary (Not for Cause) Termination

When a Provider's contract for a Service Location is terminated voluntarily or Not for Cause, the Provider has a grace period with continued access to the **Manage My Information** details.

During the grace period, the Provider can manage all provider information details; however, updates for **Effective Date** or **End Date** beyond the grace period will not be saved and will trigger an error message.

At the end of the grace period, the Provider loses access to the terminated Service Location details through Provider Portal. If all Service Locations have been terminated, the Provider's access to log-in to Provider Portal is denied.

Providers terminated voluntarily may apply for re-enrollment.

9.5.2 Involuntary (For Cause) Termination

When the Provider's contract for a Service Location is terminated involuntarily or For Cause, the Provider loses access to the terminated Service Location details on the last day of the contract; there is no additional grace period. If all Service Locations have been terminated, the Provider's access to log-in to Provider Portal is denied.

9.6 Revalidation

In accordance with the Affordable Care Act Provider Enrollment and Screening Regulations, all Virginia Medicaid Providers are required to revalidate their enrollment information at least every five years. When a Provider's Service Location has met the required revalidation criteria, a revalidation notification is sent via email or mail, depending on the Provider's preference. The notification will contain an Application Tracking Number (ATN), a password, and a link to the Provider Enrollment Revalidation page. Failure to complete the revalidation may result in termination from Virginia Medicaid.

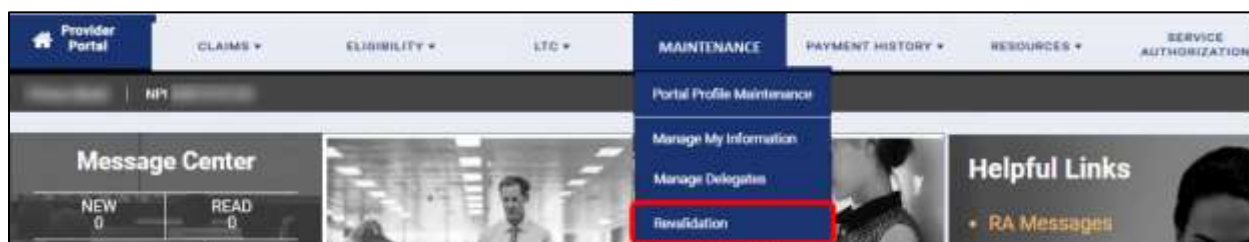


Note: Once your revalidation application is generated, changes made through Provider Portal or requested by a PRSS Clerk will NOT be reflected on your revalidation application. During revalidation, make all updates on your Provider Enrollment Wizard revalidation application.

The **Revalidation** feature enables Providers to view the revalidation due date for a Service Location. A Delegate can also view this page in the Provider Portal if they are assigned by the Revalidation Security Function for the Service Location(s).

1. To begin revalidation, click Maintenance from the Navigation Menu and select Revalidation Ref to Figure 9-95

Figure 9-95: Revalidation



2. The **Revalidation Information** appears at the bottom of the page. Refer to Figure 9-96.
 - a. Optional: If you have more than one Service Location, click the field for a drop-down list and select a specific **Service Location**.

Figure 9-96: Revalidation Due Details

The screenshot shows the 'Revalidation' section of the Virginia Provider Portal. At the top, there is a navigation bar with links: PROVIDER PORTAL HOME, ELIGIBILITY, SERVICE AUTHORIZATION, RESOURCES, MAINTENANCE (highlighted in orange), and APPEALS. Below the navigation bar, the 'Revalidation' section is displayed. It includes a 'SERVICE LOCATION INFORMATION' section with fields for NPI, Base ID, Name, and Service Location. Below this is a 'REVALIDATION INFORMATION' section. A blue banner at the bottom of the revalidation section contains an information icon and the text: 'The Service Location is due for revalidation by 03/25/2026.'



Note: If the revalidation due date has passed, the message includes a hyperlink to the **Provider Enrollment** page.

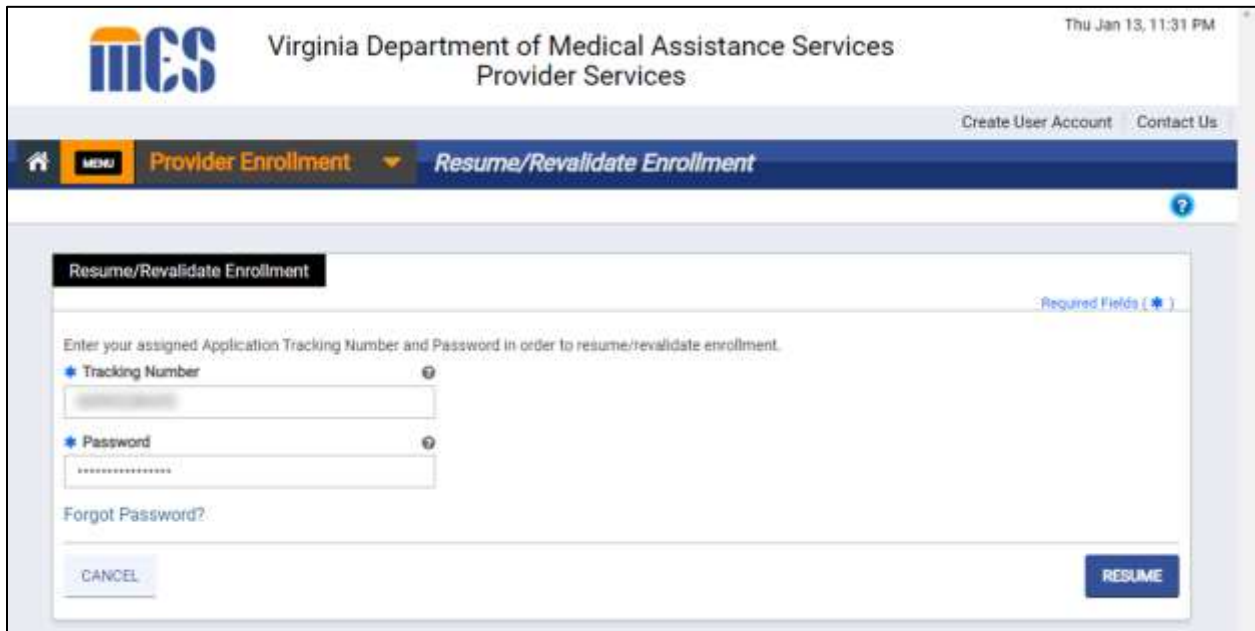
3. Revalidation is available ninety (90) days before your due date. A hyperlink displays in the **Revalidation Information** section when it is time to complete the application. Click the hyperlink for the **Provider Enrollment Revalidation** page. Refer to Figure 9-97.

Figure 9-97: Revalidation Message with Hyperlink

The screenshot shows the 'Revalidation' section of the Virginia Provider Portal. It includes a 'SERVICE LOCATION INFORMATION' section with fields for NPI, Base ID, Name, and Location. Below this is a 'REVALIDATION INFORMATION' section. A yellow banner at the bottom of the revalidation section contains an information icon and the text: 'The Service Location is due for revalidation by 12/15/2020. Please visit the Provider Enrollment revalidation page [here](#) to initiate the process.'

4. You are directed to the **Resume/Revalidate Enrollment** page. Refer to Figure 9-98.

Figure 9-98: Resume/Revalidate Enrollment



The screenshot displays the Virginia Department of Medical Assistance Services Provider Services portal. The header includes the logo, the department name, and the date/time (Thu Jan 13, 11:31 PM). A navigation bar shows 'Provider Enrollment' and 'Resume/Revalidate Enrollment'. The main content area is titled 'Resume/Revalidate Enrollment' and contains a form with the following elements:

- A heading 'Resume/Revalidate Enrollment' with a 'Required Fields (*)' link.
- Instructions: 'Enter your assigned Application Tracking Number and Password in order to resume/revalidate enrollment.'
- A 'Tracking Number' field with a required field indicator and a help icon.
- A 'Password' field with a required field indicator and a help icon.
- A 'Forgot Password?' link.
- 'CANCEL' and 'RESUME' buttons at the bottom.



Note: Refer to the **Provider Enrollment Wizard User Guide** for details on completing revalidation.

10. Payment History

This module allows you to conduct payment inquiries based on your NPI for a specific date range.



11. Resources

This module allows you to download documents related to maintaining your provider information, such as change request letters, Remittance Advice (RA) notices, and revalidation notices.

1. From the **Navigation Menu**, click **Resources**, then click **File Download**. Refer to Figure 11-1.

Figure 11-1: File Download



2. The **File Download** page appears. Enter details, then click **SEARCH**. Refer to Figure 11-2.

Figure 11-2 File Download Search

3. The search results appear below the **Search Criteria** in the **Search Results** table. Refer to Figure 11-3. Click the file name to download the file, then double-click the file to view the contents.



*Note: File Download search results appear in chronological order, with the most recent file listed first. Use the sort and filter icons to modify your results. Refer to Section 5.6 - **Interactive Features**.*

Figure 11-3: File Download Search Results

File Download

SEARCH CRITERIA

* Download Type
Letters

Category
select a value

From Date
05/01/2020

To Date
07/16/2020

RESET CANCEL SEARCH

SEARCH RESULTS

Click on the file name to download the file.

File Name	Created Date	Category
Revalidation Due Notification Letter.pdf	07/15/2020 12:00:00 AM	
Revalidation Due Notification Letter.pdf	07/15/2020 12:00:00 AM	
Revalidation Due Notification Letter.pdf	07/15/2020 12:00:00 AM	
Revalidation Due Notification Letter.pdf	07/15/2020 12:00:00 AM	
Revalidation Due Notification Letter.pdf	07/15/2020 12:00:00 AM	

1 - 10 of 54 items



Note: Search results are displayed only for the Provider below the **Navigation Menu**. If you are a Delegate or Authorized Administrator, verify that you have switched to the desired Provider. Refer to Sections **4.3 - Switch Provider – Delegates**, **4.4 - Switch Provider – Authorized Administrators**, or **4.5 - Switch Provider – Delegates for Authorized Administrators** for instructions to switch Providers.

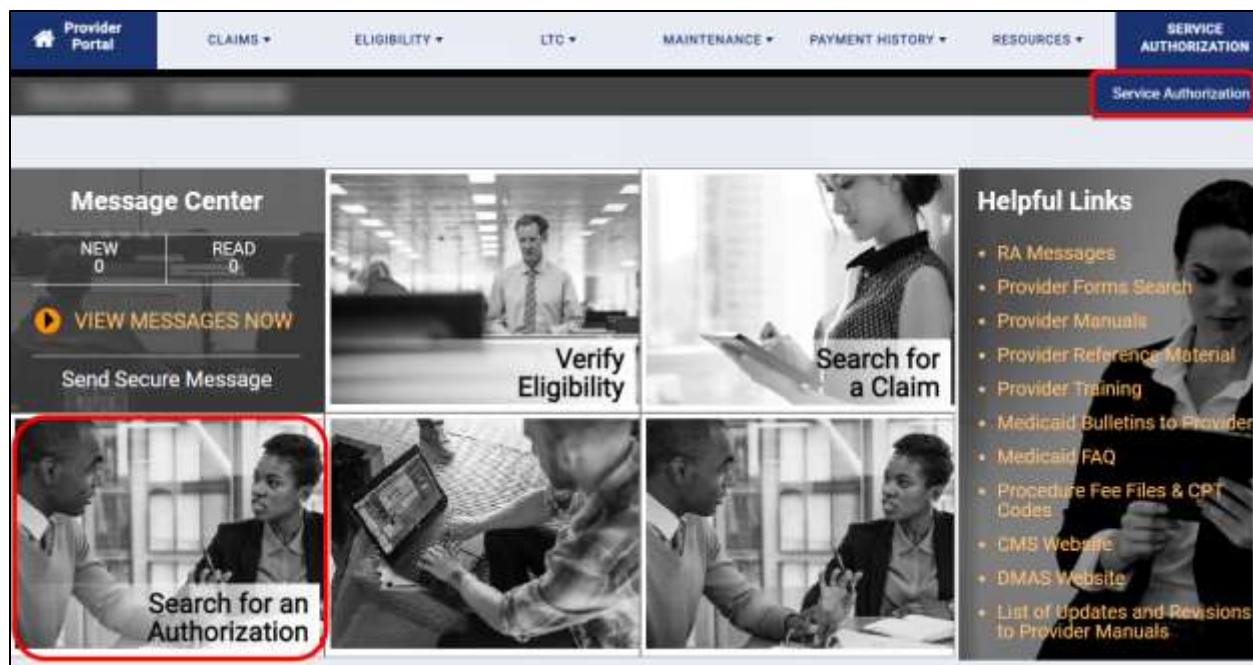
12. Service Authorization

This module allows you to search for existing authorizations and submit new authorizations for determination. You will be redirected to an external resource that appears in a new window.

To access authorization information, complete either step. Refer to Figure 12-1.

1. From the Navigation Menu, click Service Authorization then Service Authorization.
2. From the **Module Tile**, click **Search for an Authorization**, then follow the link.

Figure 12-1: Search for Authorization Determination



Appendix A. Frequently Asked Questions

These are frequently asked questions regarding terms in this guide:

A-1. What is the difference between a delegate and an authorized administrator?

Delegates and Authorized Administrators (AAs) are assigned to view and update provider information on the provider's behalf. Unless the provider opts out of creating a Provider Portal account during enrollment, the provider has access to manage all information even after assigning delegates or an AA.

Refer to the below table to compare the differences.

Delegate	Authorized Administrator
All Providers may manage.	Only Individual within a Group (IG) Providers may manage.
Single person	Group Provider affiliated with the IG's Service Location.
Multiple allowed	Only one allowed per Service Location.
View and update access may be restricted. Delegate Administrators (DAs) have full view and update access, except to manage other DAs.	All view and update access for the Service Location, except the ability to change the AA. The AA manages delegates from the AA's account; the AA does not manage delegates directly in the IG's account.
May be restricted to a certain Service Location	Accesses all Service Locations for IG Provider.
Example: Provider assigns an administrative office staff member to submit claims.	Example: An IG Provider assigns the Group as the AA. The Group then manages all information and creates delegates to manage the appropriate Service Location(s).

A-2. Should I End Date vs. Inactivate a Record?

To ensure that your information is correctly represented to Virginia Medicaid, changes need to reflect the state of the record accurately. Though changing the End Date of a record and Inactivating a record both change the Status of the record to Inactive (once the End Date is in the past), the methods have different meanings in PRSS. They, therefore, should be appropriately submitted for accurate auditing.

To indicate a record that will no longer be applicable, such as an expiring license, edit the End Date field for the record.

If the record was entered incorrectly, first verify if the fields can be updated to correct the information. To indicate that the record was entered incorrectly and that the original record cannot be corrected, Inactivate the record.

A-3. What is the difference between Revalidation and Re-enrollment?

Revalidation is required every five years for all Providers to verify that provider information, credentialing, and disclosures are accurate. Fees may be required to be submitted to complete revalidation based on Provider Type and Specialty.

Re-enrollment is when the Provider has been terminated from the Virginia Medicaid program and is applying again.

Appendix B. Acronyms

Acronym	Definition
AA	Authorized Administrator
ARRA	American Recovery and Reinvestment Act
ATN	Application Tracking Number
CAQH	Council for Affordable Quality Healthcare
CLIA	Clinical Laboratory Improvement Act
CMS	Centers for Medicare & Medicaid Services
CPT	Current Procedural Terminology
DA	Delegate Administrator
DEA	Drug Enforcement Administration
DMAS	Department of Medical Assistance Services
DME	Durable Medical Equipment
DMEPOS	Durable Medical Equipment, Prosthetics, Orthotics & Supplies
DOB	Date of Birth
DXC	DXC Technology
EFT	Electronic Funds Transfer
FAQ	Frequently Asked Questions
FFS	Fee-for-Service
HIPAA	Health Insurance Portability and Accountability Act
HSMMS	Healthcare Solutions Modular Management System
ID	Identification
IG	Individual within a Group
MCO	Managed Care Organizations
MES	Medicaid Enterprise System
NPI	National Provider Identification
ORP	Ordering and Referring Physicians
PAH	Primary Account Holder
PCP	Primary Care Provider
PRSS	Provider Services Solution
RA	Remittance Advice
SSN	Social Security Number
UAT	User Acceptance Testing
VA	Virginia